

Recommendation Summary

Budget Period: 2015-17

Version: A2 - 010 2015-17 Final 2016 Sup

Budget Level Criteria: ALL

Dollars in Thousands		Agency Priority	Annual Avg FTEs	General Fund State	Other Funds	Total Funds
CB - Current Biennium						
00	Current Biennium Base	0	2,574.9	667,953	528,704	1,196,657
SubTotal CB			2,574.9	667,953	528,704	1,196,657
Cumulative Total Thru CB			2,574.9	667,953	528,704	1,196,657
M1 - Mandatory Caseload and Enrollment Changes						
93	Mandatory Caseload Adjustments	0	0.0	0	0	0
SubTotal M1			0.0	0	0	0
Cumulative Total Thru M1			2,574.9	667,953	528,704	1,196,657
M2 - Inflation and Other Rate Changes						
8L	Lease Rate Adjustments	0	0.0	672	70	742
8T	Telephony System Replacement	0	0.0	770	20	790
9T	Transfers	0	(0.4)	(2,285)	(679)	(2,964)
A3	SSPS Operations	0	0.0	809	0	809
FS	Unisys Rehosting	0	0.0	448	0	448
WC	Building Access Control System	0	0.0	200	20	220
WK	IT Systems Infrastructure	0	0.0	50	5	55
WM	Technical Corrections	0	0.0	387	10	397
WN	State Data Center Adjustments	0	0.0	138	4	142
WP	MS Office 365	0	0.0	488	12	500
WS	Security Infrastructure	0	0.0	195	5	200
SubTotal M2			(0.4)	1,872	(533)	1,339
Cumulative Total Thru M2			2,574.5	669,825	528,171	1,197,996
PL - Performance Level						
A4	SSPS Replacement (Placeholder)	0	0.0	0	0	0
A5	Braam Compliance	0	17.0	3,137	64	3,201
A6	Child Protective Services	0	22.6	4,506	92	4,598
A7	Family Assessment Response (FAR)	0	13.0	2,274	2,274	4,548
A8	Mobile Computing	0	0.0	665	665	1,330
A9	Performance Based Contracting	0	0.0	1,351	0	1,351
WR	After Action Reviews	0	0.9	186	4	190
SubTotal PL			53.5	12,119	3,099	15,218
Cumulative Total Thru PL			2,628.0	681,944	531,270	1,213,214
Total Proposed Budget			2,628.0	681,944	531,270	1,213,214

Department of Social and Health Services

DP Code/Title: M1-93 Mandatory Caseload Adjustments

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Department of Social and Health Services (DSHS), Children's Administration (CA), requests a placeholder in the 2016 Supplemental Budget to fund forecasted caseload changes in Adoption Support and Foster Care.

Fiscal Detail:

Operating Expenditures

FY 1

FY 2

Total

Overall Funding

Program Cost

Total Cost

Staffing

Package Description:

This request serves as a placeholder in the 2016 Supplemental Budget to fund the forecasted caseload in Adoption Support and Foster Care. Funding estimates for Adoption Support and Foster Care will not be finalized until the caseload is updated, approved, and adopted by the Caseload Forecast Council (CFC).

CA safely maintains and places children in out-of-home placements for children who cannot remain safely in their own home. CA's response is based on the needs of the child, and while it would be premature to predict what the level of the need is for children in the 2015-17 Biennium, this placeholder for funding the forecasted need for Adoption Support and Foster Care ensures that children who are in need of protection will continue to be assisted temporarily or permanently through Washington State's Child Welfare system.

Adoption support may be provided through an agreement with parents for the purpose of supporting the adoption of children in, or likely to be placed in, foster homes or child care institutions who are difficult to place because of physical, mental, or emotional conditions, or for other reasons.

Agency Contact: Breann Boggs (360) 902-8182
Program Contact: Rene Newkirk (360) 902-7946

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

Children are placed in out-of-home care to protect them from abuse and neglect, and to provide necessities such as food, clothing, and shelter when their parents cannot care for them. Forecasted services are designed to ensure the safety of children and to assist children who are temporarily or permanently removed from their parent's homes. Primary responsibility for caring for children requiring out-of-home support rests with the State.

Funding the per capita need for Adoption Support and Foster Care ensures that children who are in need of protection will continue to be assisted temporarily or permanently through Washington State's Child Welfare system.

Performance Measure Detail

Agency Level

Department of Social and Health Services

DP Code/Title: M1-93 Mandatory Caseload Adjustments

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Activity: A230 Foster Care Support

No measures linked to package

Incremental Changes

<u>FY 1</u>	<u>FY 2</u>
0.00	0.00

Activity: A250 Adoption Support

No measures linked to package

Incremental Changes

<u>FY 1</u>	<u>FY 2</u>
0.00	0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implementing the Children's Administration's Strategic Objective:

1.2: Maintain the high percentage of children in placement who received a visit to evaluate their health and safety during a calendar month they were in care.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goal to:

Goal 4: Healthy & Safe Communities - Safe People - 2.1.b Decrease percentage of children in out-of-home placement 5 years or more.

What are the other important connections or impacts related to this proposal?

Clients will continue to receive benefits and assistance.

What alternatives were explored by the agency, and why was this alternative chosen?

CA has not explored any alternatives to Adoption Support for several reasons; adoption is in the best interest of legally freed children, adoption is fiscally more responsible as it costs less than keeping the child in a foster family home, and federal law requires the State to provide adoption services to children.

Additionally, CA has not explored alternatives to Foster Care, including family homes, Behavioral Rehabilitation Services (BRS), or receiving homes, as CA has no intention to abandon the basic continuum of care that currently exists.

What are the consequences of adopting or not adopting this package?

Not adopting this request will result in longer stays in foster care for children whose families experience prolonged negotiations regarding the level of support for adoption. Children in foster care will receive basic services to assure their safety; however, services addressing their mental and/or emotional health needs will be more limited or possibly eliminated. Delays in finalizing adoptions and further limits on necessary treatment will result in longer stays in foster care and consequently, higher caseloads.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

This decision package is a placeholder and costs will be provided in the Governor and Legislative budgets.

Department of Social and Health Services

DP Code/Title: M1-93 Mandatory Caseload Adjustments

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

All costs are ongoing and will be carried forward into future biennia based on future caseload forecasts.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
Program Totals			

DSHS Source Code Detail

Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund ,			
<u>Sources</u> <u>Title</u>			

Total for Fund

Total Overall Funding

Totals for all funds

Department of Social and Health Services

DP Code/Title: M2-8L Lease Rate Adjustments
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

DSHS requests lease rate adjustments to correct funding discrepancies between programs and to fully support lease obligations.

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	0	672,000	672,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	0	70,000	70,000
Total Cost	0	742,000	742,000

Staffing

Package Description:

Problem Statement

DSHS' 2015-17 agency-wide lease budget requires the following adjustments to eliminate funding discrepancies and shortfalls:
Everett - OFM Facility Oversight redistributed funds between programs to account for square footage changes that will occur in Fiscal Year 2017 between programs. This duplicated an adjustment that DSHS had already made.

Tacoma - OFM Facility Oversight removed funding for Fiscal Year 2017 related to an outdated plan to reduce space at the Centennial Complex. The leased space will continue to be needed to house DSHS programs for the foreseeable future.

The Developmental Disabilities Administration expedited three expansion projects that were scheduled for completion during Fiscal Year 2017. These projects will now be completed in Fiscal Year 2016 to make additional space available for new hires anticipated in Fiscal Year 2017. An exchange of funds between fiscal years will be necessary to meet program need. These projects and the expedited timing were approved by OFM Facility Oversight via the Modified Predesign process.

Proposed Solution

Everett - Reverse the program redistribution between programs. The net change is an addition of \$24,074 because the Department of Early Learning (DEL), who is also a tenant in this building, was inadvertently included in OFM's calculation.

Tacoma - Second year funding for the Centennial II facility must be added. The net increase is \$762,892.71. Please see the Lease Rate Adjustment worksheet for amounts by program.

Developmental Disabilities Administration (DDA) redistribution of funds between fiscal years adds \$280,000 to Fiscal Year 2016 and reduces Fiscal Year 2017 by the same amount.

Agency Contact: Denise Kopel (360)902-7707

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

Funding this request will enable DSHS programs to continue serving clients in these existing facilities with adequate lease funding.

Performance Measure Detail

Agency Level

Activity: A285 Direct Regional Administration and Field Support

Incremental Changes

FY 1

FY 2

Department of Social and Health Services

DP Code/Title: M2-8L Lease Rate Adjustments

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

No measures linked to package

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

Safety - Each individual and each community will be safe.

Public Trust - Strong management practices will be used to ensure quality and efficiency.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This Decision package supports the Result Washington:

Goal 4: Healthy & Safe Communities - Safe People - Help keep people safe in their homes, on their jobs, and in their communities.

Goal 5: Efficient, Effective & Accountable Government - Customer Satisfaction and Confidence - 1.1 Increase customer services.

What are the other important connections or impacts related to this proposal?

This request supports nearly all DSHS programs. Lack of funding will cause programs to overspend their budgets which will negatively impact the clients they serve.

What alternatives were explored by the agency, and why was this alternative chosen?

No alternatives were explored as the lease space is necessary to house increased staffing with in DSHS.

What are the consequences of adopting or not adopting this package?

DSHS will be forced to cover these costs as the space is needed. Without additional funding, cuts in service will negatively impact the clients they serve.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

See attachment: AW M2-8L Lease Adjustment Costs.xlsx

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These costs are ongoing and will carry forward into future biennia.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
E Goods\Other Services	0	742,000	742,000

Department of Social and Health Services

DP Code/Title: **M2-8L Lease Rate Adjustments**

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

DSHS Source Code Detail

Overall Funding		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State				
<u>Sources</u>	<u>Title</u>			
0011	General Fund State	0	672,000	672,000
<i>Total for Fund 001-1</i>		0	672,000	672,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi				
<u>Sources</u>	<u>Title</u>			
658L	Title IV-E-Foster Care (50%)	0	70,000	70,000
<i>Total for Fund 001-A</i>		0	70,000	70,000
Total Overall Funding		0	742,000	742,000

2016 Supplemental Budget M2-8L Lease Adjustments

Department of Social & Health Services

Program	State				Other				Total		
	2016	2017	Total		2016	2017	Total		2016	2017	Total
010 - CA	\$0	\$672,000	\$672,000		\$0	\$70,000	\$70,000		\$0	\$742,000	\$742,000
020 - JRA	\$0	(\$115,000)	(\$115,000)		\$0	\$0	\$0		\$0	(\$115,000)	(\$115,000)
040 - DDD	\$165,000	(\$247,000)	(\$82,000)		\$115,000	(\$172,000)	(\$57,000)		\$280,000	(\$419,000)	(\$139,000)
050 - LTC	\$46,000	(\$22,000)	\$24,000		(\$46,000)	(\$109,000)	(\$155,000)		\$0	(\$131,000)	(\$131,000)
060 - ESA	\$0	\$276,000	\$276,000		\$0	\$166,000	\$166,000		\$0	\$442,000	\$442,000
100 - DVR	\$0	(\$18,000)	(\$18,000)		\$0	\$0	\$0		\$0	(\$18,000)	(\$18,000)
110 - ADMIN	\$0	\$5,000	\$5,000		\$0	\$1,000	\$1,000		\$0	\$6,000	\$6,000
Total	\$211,000	\$551,000	\$762,000		\$69,000	(\$44,000)	\$25,000		\$280,000	\$507,000	\$787,000

Total Request			
2015-17 Biennium Request (Incremental)			
Program	FY 2016	FY 2017	Total
010 - CA	\$ -	\$ 742,000	\$ 742,000
020 - JRA	\$ -	\$ (115,000)	\$ (115,000)
040 - DDD	\$ 280,000	\$ (419,000)	\$ (139,000)
050 - LTC	\$ -	\$ (131,000)	\$ (131,000)
060 - ESA	\$ -	\$ 442,000	\$ 442,000
100 - DVR	\$ -	\$ (18,000)	\$ (18,000)
110 - ADMIN	\$ -	\$ 6,000	\$ 6,000
Total	\$280,000	\$507,000	\$787,000

2016 Supplemental Budget

M2-8L Lease Adjustments

City	Bldg_Address	Use_Primary	Program	Total FY2016	Total FY2017
Everett	840 N Broadway	Office	010	-	457,013.00
Tacoma	2121 S State St	Office	010	-	254,043.27
Tacoma	2121 S State St	Office	010	-	31,327.43
010 Total				-	742,383.70
Everett	840 N Broadway	Office	020	-	(117,757.00)
Tacoma	2121 S State St	Office	020	-	1,061.95
Tacoma	2121 S State St	Office	020	-	1,238.94
020 Total				-	(115,456.12)
Everett	840 N Broadway	Office	040	-	(146,247.00)
Tacoma	2121 S State St	Office	040	-	7,256.64
	See DDA Redistribution	Office	050	280,000.00	(280,000.00)
040 Total				280,000.00	(418,990.36)
Everett	840 N Broadway	Office	050	-	(144,307.00)
Tacoma	2121 S State St	Office	050	-	12,920.35
050 Total				-	(131,386.65)
Everett	840 N Broadway	Office	060	-	42,960.00
Tacoma	2121 S State St	Office	060	-	364,662.72
Tacoma	2121 S State St	Office	060	-	34,690.26
060 Total				-	442,312.97
Everett	840 N Broadway	Office	100	-	(18,279.00)
100 Total				-	(18,279.00)
Everett	840 N Broadway	Office	110	-	(49,309.00)
Tacoma	2121 S State St	Office	110	-	3,814.46
Tacoma	2121 S State St	Office	110	-	51,876.70
110 Total				-	6,382.17
Grand Total				280,000.00	506,966.71

Department of Social and Health Services

DP Code/Title: M2-8T Telephony System Replacement
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Children's Administration (CA) requests funding to procure and implement shared telephony systems in order to replace or upgrade failing legacy telephony systems that provide voice and fax services to 4 of 68 agency sites. By funding this request, clients will have more consistent access to services, and the Department will be more efficient and effective in its use of shared data and voice networks, reducing operational costs and extended outages while retaining the ability to effectively budget for this service. DSHS Capital Programs will request \$1.2 million in a separate Telecommunications decision package for the 2015-17 Capital Budget.

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	305,000	465,000	770,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	8,000	12,000	20,000
Total Cost	313,000	477,000	790,000

Staffing

Package Description:

Problem:

CA has a variety of dissimilar systems used to deliver telephone services to agency staff. The systems range from large Private Branch exchange (PBX) telephone systems owned and operated by Washington Technology Solutions (WTS), to small hybrid telephone systems owned by the local CA office or administration. There is no overall governance for acquisition, operation, or maintenance for these various systems. Many of the small hybrid systems have reached the end of their useful or supportable life, and have no maintenance contracts or replacement plans in place, resulting in emergency corrective maintenance being the norm. This impacts not only agency staff but the department's business partners, clients, and the public when contacting the agency for services.

As a result of the agency administrations "owning" their telephony systems, many systems reach end of life or end of support without lifecycle replacement strategies. The consequence is that many of these systems are no longer sustainable. At times, a system has failed with no chance of repair because it is so old that parts are no longer manufactured (often even trying to find a "spare" part here and there fails) and vendors won't touch it because of lack of knowledge and/or fear of responsibilities. End of life telephony equipment is inefficient due to costly repairs and staff downtime. Many end of life systems are no longer supported by vendors or providers and are extremely difficult (and costly) to find technicians who know how to repair an outdated system.

Solution:

The proposed solution is to upgrade or repair outdated telephony systems by contracting with WTS or other vendors. The funding will provide the ability to implement several efficiencies, including expanded local dialing (minimal long distance charges between offices); shared data and voice networks (reducing circuit and equipment costs); consistent system maintenance (decreasing repair costs); standardized systems throughout the agency; consistent security updates, etc. This proposed solution will reduce ongoing operational costs for repairs and hardware/software upgrades.

Working with WTS and other contractors, the upgrades will be designed, procured, and implemented throughout the 2015-17 biennium.

CA's goal is to establish a new model of telephony management. CA and/or WTS would own and manage the telephony systems and procure new systems as existing systems enter end of life or end of support. This promotes standardization, consolidation, and maintenance agreement, which avoids future problems and unexpected costs.

Department of Social and Health Services

DP Code/Title: M2-8T Telephony System Replacement
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Agency Contact: Don Petrich 360-902-7831

Program Contact: Carlyle Ludwig, SESA, 360.902-7615

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

The budget request supports DSHS Goal 5: Public Trust - Strong management practices will be used to ensure quality and efficiency. The decision package is essential to implementing the Services and Enterprise Support Administration Strategic Objective 5.10: Pursue excellence in the technology services we offer.

This request supports the Results Washington goal to provide effective, efficient, and accountable government:

- By reducing future ongoing costs while improving services.
- By supporting a more productive workforce.
- By keeping the telephony service an efficient, nimble, and frugal resource.
- By improving service and providing increased options to partners and clients.

The upgraded telephony systems support the Results Washington goal to provide effective, efficient, and accountable government by providing the agency with updated, consistent, reliable, easier telephone systems. WTS manages all of the DSHS Call Center applications. DSHS has many stand-alone telephony systems that are not networked with WTS telephony systems. This results in an average of 7,000 abandoned calls per month throughout the agency. The goal is to replace these stand-alone systems with standard WTS managed systems. The various agency Call Centers will then be in a shared data and voice environment and be able to take advantage of upgraded, networked systems. This will allow Call Center staff to be more efficient and effective, responding to and serving clients more quickly.

Performance Measure Detail

Agency Level

Activity: A285 Direct Regional Administration and Field Support

No measures linked to package

Incremental Changes

<u>FY 1</u>	<u>FY 2</u>
0.00	0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential in implementing strategic objects:

- 5.1: Build work environments that provide equity for all employees and the most competent, effective and culturally responsive services in the state.
- 5.3: Establish and maintain metrics that allow the public and the agency to assess progress in key areas of performance.
- 5.10: Pursue excellence in the technology services we offer.
- 5.11: Establish and provide easy access for the public and staff to information about DSHS.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports Results Washington Goal 5: Efficient, Effective & Accountable Government - Transparency and Accountability - Ensure efficiency, performance, and accountability to the public by providing transparency and accountability in state agency operations.

What are the other important connections or impacts related to this proposal?

Upgrades or replacement of systems that are managed to minimize the impact on stakeholders by performing the work during non-business hours, or through planned outages coordinated with the business owners. Stakeholders will benefit from consistent, more reliable, maintainable systems and the benefits it will create to assist clients more efficiently.

What alternatives were explored by the agency, and why was this alternative chosen?

Department of Social and Health Services

DP Code/Title: M2-8T Telephony System Replacement
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Continue to let individual CA sites purchase their own telephony systems and not use WaTech's telephony service. This alternative was not chosen because this leads to no telephony standards, not being able to maintain telephony systems when End of Life/End of Support occurs for these systems, along with not being able to utilize of the numerous telephony features offered by WaTech. An additional reason was the lower cost of WaTech's telephony service.

What are the consequences of adopting or not adopting this package?

CA will experience extended telephony outages affect mission critical services that rely on telephony/voice services.

What is the relationship, if any, to the state's capital budget?

None.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

None.

Expenditure and revenue calculations and assumptions

Please see attachment M2-8P Telephony System Replacement workbook.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

Costs are one-time; however, DSHS will request funding in the future to upgrade other DSHS facilities.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
E Goods\Other Services	313,000	477,000	790,000
 DSHS Source Code Detail			
Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	305,000	465,000	770,000
<i>Total for Fund 001-1</i>	305,000	465,000	770,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
<u>Sources</u> <u>Title</u>			
658L Title IV-E-Foster Care (50%)	8,000	12,000	20,000
<i>Total for Fund 001-A</i>	8,000	12,000	20,000
Total Overall Funding	313,000	477,000	790,000

Department of Social and Health Service
M2-8T Telephony System Replacement

Program	FY2016	FY2017	Total
010	313,000	477,000	790,000
040	36,000	54,000	90,000
060	70,000	107,000	177,000
Total	419,000	638,000	1,057,000

Program	FY2016 - GFS	FY2016 - FED	FY2016 Total	FY2017 - GFS	FY2017 - FED	FY2017 Total	FY2015-17 GFS	FY2015-17 FED	FY2015-17 Total
010	305,000	8,000	313,000	465,000	12,000	477,000	770,000	20,000	790,000
040	21,000	15,000	36,000	32,000	22,000	54,000	53,000	37,000	90,000
060	44,000	26,000	70,000	67,000	40,000	107,000	111,000	66,000	177,000
Total	370,000	49,000	419,000	564,000	74,000	638,000	934,000	123,000	1,057,000

Information Technology Addendum

Recsum Code and Title: M2-8T Telephony System Replacement

Brief Description: The Department of Social and Health Services requests funding to procure and implement shared telephony systems in order to replace or upgrade failing legacy telephony systems that provide legacy voice and fax services to 5 of 68 agency sites. By funding this request, clients will have more consistent access to services, and the Department will be more efficient and effective in its use of shared data and voice networks, reducing extended outages while retaining the ability to effectively budget for this service.

If this investment includes the use of servers, do you plan to use the state data center?

☐ Yes ☐ No, waiver received ☐ No, waiver not received ☒ Does not apply

Business Transformation – This set of criteria will be used to assess IT proposals supporting business changes to improve services or access to information for agency customers or citizens.

Business process improvement: Primary goal of the proposal is to transform an agency business process. This criterion will be used to assess the transformative nature of the project.

(INTENT: Incent agencies to take transformative projects that may include risk.)

DSHS's goal is to establish a new model of telephony management. The current model, site by site procurement process, has led to highly problematic solutions being left in place past their end of life. The agency and/or WaTech would own and WaTech would manage the telephony systems and procure new systems as existing systems enter end of life or end of support. This promotes standardization, consolidation, and maintenance best practice, which minimizes future problems and unexpected costs.

Risk mitigation: Primary goal is to mitigate risks associated with transformative initiatives. This criterion will be used to determine if the initiative provides adequate resources to mitigate risks associated with a transformative initiative. Risk planning may include budgeting for independent quality assurance, organizational change management, training, staffing, etc.

(INTENT: Drive business value by encouraging risk taking that is well managed.)

Using WaTech's telephony services will reduce the risk with this transformation as WaTech has experience managing this service, and uses current telephony standards for the State of Washington.

2016 Supplemental Budget Department of Social and Health Services

Customer-facing value: Add value in short increments. This criterion will be used to determine if the initiative provides “customer-facing value” in small increments quickly to drive agile strategy.

(INTENT: Drive agencies to producing value more quickly and incrementally.)

The various DSHS Call Centers will be in a shared data and voice environment and be able to take advantage of upgraded, networked systems. This will allow Call Center staff to be more efficient and effective, responding to and serving clients more quickly.

Open data: New datasets exposed. This criterion will be used to assess if the initiative will increase public access to searchable, consumable machine-readable data from agencies.

(INTENT: Drive agencies to make more data available to citizens. We also value making data available internally for better decision making.)

N/A

Transparency/accountability: Project is clear, measurable, and immediate. This criterion will be used to assess if the initiative specifies the following: (1) Are the goals articulated? (2) Are performance outcomes identified, quantified and measurable?

(INTENT: Award more points for better project and outcome performance measures.)

N/A

Technology Strategy Alignment – This set of criteria will be used to assess the alignment of the request to the larger technology strategy of the state.

Security: Improve agency security. This criterion will be used to assess the improvements to the overall security posture for an agency.

(INTENT: Award additional points to projects where intent is to improve the security across an agency.)

Continuing the current legacy systems frequency of failure (20,000 incidents in a 24 month period) potentially jeopardizes staff and client safety, due to lack of communications at the impacted site during certain incidents. This investment will stabilize and improve communication at these sites, increasing security and life safety at the impacted sites.

Modernization of state government: Cloud first. This criterion will be used to assess if the initiative will result in replacing legacy systems with contemporary solutions that drive our cloud-first strategy.

(INTENT: Drive agencies to look more intently at leveraging cloud-based solutions.)

N/A

Mobility: New mobile services for citizens. This criterion will be used to assess the contribution of the initiative to support mobile government services for citizens and a mobile workforce.

M2-8T Telephony Systems Replacement

2016 Supplemental Budget

Department of Social and Health Services

(INTENT: Drive agencies to look for ways to deliver results and services that are accessible to citizens from mobile devices. While we also value mobility for employees, we place greater value on mobility for citizens.)

N/A

Interoperability: Adds value in six months. This criterion will be used to determine if the initiative provides a technology system or software application that distributes, consumes or exchanges data.

(INTENT: Drive agencies to acquiring and/or developing systems that are interoperable across the state enterprise.)

N/A

Financial – This set of criteria will be used to assess the initiative’s financial contribution, including the extent the initiative uses other fund sources, reduces cost for the state, or captures new or unrealized revenue.

Captures new or unrealized revenue: This criterion is calculated based on the amount of new or unrealized revenue captured by the end of the 2017-19 biennium as a proportion of total investment. To get the full points in this category, projects must capture at least five times the amount of the investment by the end of the 2017-19 biennium.

N/A

Reduces costs: This criterion is calculated based on the amount of cost reduction by the end of the 2017-19 biennium as a proportion of total investment. To get the full points for this criterion, projects must reduce costs by at least two times the amount of the investment by the end of the 2017-19 biennium.

The shift to a newer, managed telephony service is cost neutral as compared to continuing our current practice of purchasing telephony systems on a site by site basis. This will provide for updated technology that is supported and maintained by WaTech and their business partners, and eliminate program tendency to discontinue maintenance to save money.

Leverages federal/grant funding: This criterion is to calculate the degree in which projects are funded by federal or grant dollars. Projects that are fully funded by federal or grant sources receive full points.

This project is funded based on individual program area match rates. As an agency, this is approximately a 50% federal match.

M2-8T Telephony Systems Replacement

Department of Social and Health Services

DP Code/Title: M2-9T Transfers

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

DSHS requests the shift of FTEs and funding among programs in the 2015 17 Biennial Budget. This transfer will align FTEs and funds with the programs where the costs are incurred. The net impact is zero.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	(1,188,000)	(1,097,000)	(2,285,000)
001-A General Fund - Basic Account-DSHS Fam Support/Chi	(340,000)	(339,000)	(679,000)
Total Cost	(1,528,000)	(1,436,000)	(2,964,000)

Staffing

	<u>FY 1</u>	<u>FY 2</u>	<u>Annual Avg</u>
Agency FTEs	(0.4)	(0.4)	(0.4)

Package Description:

DSHS requests internal transfers among several program budgets resulting in a net zero funding change for the department. This request aligns program appropriations with planned expenditures. DSHS requests the following adjustments for the 2015 17 Biennial Budget:

Information System Services Division (ISSD) Compensation Adjustment
(Program 110 to Programs 010, 020, 030, 040, 050, 060, 070, 100, 135):

Program 110 Administration and Supporting Services (ADMIN) will transfer compensation adjustments for staff in the Information Systems Services Division (Program 150) to other DSHS programs. ISSD is a chargeback program where the funding resides in program's Sub Object TZ budget. ADMIN will transfer GF State in the amount of \$468,000 for Fiscal Year 16 (FY16) and \$1,005,000 for FY17 to the other programs. The transfer will realign the funding with the correct DSHS programs to be charged by ISSD.

Communications Manager
(Program 010 to Program 110):

Program 010 Children's Administration will transfer 0.40 of an FTE and \$70,000 in GF State Funding (\$86,000 total) to administration Program 110. This transfer will result in the communications position being funded all from one program.

Consolidated Support Services (CSS) Funding
(Program 030 to Program 040):

When the Compensation Impact Model was developed the staff from CSS were included in the Mental Health Division Program 030. The CSS staff support both Eastern State Hospital and Lakeland Village. Transfer \$381,000 GF State / \$459,000 total funds for the staff providing services to Lakeland Village to the Developmental Disabilities Administration (DDA) Program 040.

DDA to Aging and Long Term Support Administration (ALTSA) Transfer
(Program 040 to Program 050):

Transfer of 17.1 FTEs and \$1,943,000 GF State / \$3,784,000 Total funds from DDA to ALTSA for Individual & Family Services (IFS) / Basic Plus / Community First Choice Option (CFCO) / Mandatory Workload Step as well as IT and Program staff.

DDA Category 2000 to Category 1000 Transfer
(Program 040):

Within DDA transfer three (3) Nursing Care Consultants from Category 2000 to Category 1000 and one (1) training position from

Department of Social and Health Services

DP Code/Title: M2-9T Transfers

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Category 1000 to Category 2000. Net transfer between categories is 2.0 FTEs, \$320,000 GF State / \$534,000 total in funding.

ALTSA to ADMIN Board of Appeals

(Program 050 to Program 110):

When the Health Care Authority (HCA) was created a number of positions were transferred from DSHS to HCA. There were two (2) Review Judges that were transferred from ADMIN, with a Review Judge and Paralegal 2 (50%) remaining that are charged to ALTSA. The work being done by these positions is for all DSHS programs. Transfer 1.5 FTEs and \$177,000 GF State / \$339,000 Total funds from ALTSA to ADMIN for the work that is being performed that benefits all programs within DSHS.

Fleet Rate Reduction

(Program 145 to Programs 010, 020, 030, 040, 050, 060, 070, 100 and 110):

The 2015 17 Biennial Budget included a reduction in funding for Fleet Services. This reduction was placed in the PTOA (Program 145) budget. Fleet Costs are charged to each program using the Fleet Services. The reduction needs to be transferred from PTOA to the affected programs.

Office of the Chief Information Officer (OCIO)

(Programs 010, 020, 030, 040, 050, 060, 070, 100, 110 and 135 to Program 145):

OCIO monthly costs are currently being distributed to all the programs. The 2015 17 Biennial Budget included a reduction for the OCIO costs that was placed in the PTOA budget. When reviewing the reduction and process for the monthly payment, it was determined that the funding should be transferred from all programs to PTOA (Program 145). This is a payment to another state agency so it should reside in the PTOA budget and expenditures.

WaTech

(Programs 010, 020, 030, 040, 050, 060, 070, 100, 110 and 135 to Program 145):

WaTech monthly costs are currently being distributed to all the programs. The 2015 17 Biennial Budget included some adjustments to the WaTech funding that was placed in the PTOA budget. When reviewing the adjustments, as well a change in the monthly invoice process from WaTech, it was determined that the funding should be transferred from all programs to PTOA (Program 145) for Security Gateway, Enterprise Security, Secure File & State Data Network, and HRMS Production Support. This is a payment to another state agency so it should reside in the PTOA budget and expenditures.

ISSD Reorganization

(Programs 010, 020, 030, 040, 050, 060, 070, 100, 110, 135 and 150):

ISSD has reorganized resulting in a transfer of FTEs from ISSD to Admin for the Technology Services Division. This transfer results in a change in the amount of TZ that should be allocated in each program. TZ and other objects are adjusted in Admin and ISSD to reflect this change in ISSD.

These transfers will realign the funding with the DSHS programs to be charged.

Agency Contact: Bill Jordan (360) 902 8183

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

These transfers will realign the funding with the DSHS programs that are charged for the services.

Performance Measure Detail

Agency Level

Activity: A285 Direct Regional Administration and Field Support

No measures linked to package

Incremental Changes

<u>FY 1</u>	<u>FY 2</u>
0.00	0.00

Department of Social and Health Services

DP Code/Title: M2-9T Transfers

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Activity: A286 Headquarters Operations and Program Support	Incremental Changes	
	<u>FY 1</u>	<u>FY 2</u>
No measures linked to package	0.00	0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

The budget request supports DSHS Goals: Health - Each individual and each community will be healthy, and Public Trust - Strong management practices will be used to ensure quality and efficiency.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goals to: Goal 5: Efficient, Effective & Accountable Government - Resource Stewardship - Ensure that funding is used responsibly, and Goal 5: Efficient, Effective & Accountable Government - Transparency and Accountability - Ensure efficiency, performance, and accountability to the public by providing transparency and accountability in state agency operations.

What are the other important connections or impacts related to this proposal?

None

What alternatives were explored by the agency, and why was this alternative chosen?

The request transfers funding between programs so that the needs can be met within existing resources.

What are the consequences of adopting or not adopting this package?

These transfers will realign the funding with the DSHS programs that are charged for the services.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

See attachment AW M2 9T Transfers.xlsx.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

The transfer is one-time, and then all costs associated with it will be ongoing and will carry-forward into future biennia.

Department of Social and Health Services

DP Code/Title: M2-9T Transfers

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

<u>Object Detail</u>		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding				
A	Salaries And Wages	(32,000)	(33,000)	(65,000)
B	Employee Benefits	(10,000)	(11,000)	(21,000)
E	Goods\Other Services	(1,101,000)	(1,101,000)	(2,202,000)
G	Travel	(58,000)	(58,000)	(116,000)
T	Intra-Agency Reimbursements	(327,000)	(233,000)	(560,000)
Total Objects		(1,528,000)	(1,436,000)	(2,964,000)
 <u>DSHS Source Code Detail</u>				
Overall Funding		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State				
<u>Sources</u>	<u>Title</u>			
0011	General Fund State	(1,188,000)	(1,097,000)	(2,285,000)
<i>Total for Fund 001-1</i>		(1,188,000)	(1,097,000)	(2,285,000)
 Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi				
<u>Sources</u>	<u>Title</u>			
658L	Title IV-E-Foster Care (50%)	(340,000)	(339,000)	(679,000)
<i>Total for Fund 001-A</i>		(340,000)	(339,000)	(679,000)
Total Overall Funding		(1,528,000)	(1,436,000)	(2,964,000)

2016 Supplemental Budget
AW M2-9T Transfers

	Program	FTEs		
		FY16	FY17	Total
010	Children's Administration			
	1. ISSD Compensation Adjustments			0.0
	2. Communications Manager	(0.4)	(0.4)	(0.4)
	7. Fleet Program Rate Reduction			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization			0.0
	010 Total	(0.4)	(0.4)	(0.4)
020	Rehabilitation Administration			
	1. ISSD Compensation Adjustments			0.0
	7. Fleet Program Rate Reduction			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization			0.0
	020 Total	0.0	0.0	0.0
030	Mental Health			
	1. ISSD Compensation Adjustments			0.0
	3. CSS Compensation funding			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization			0.0
	030 Total	0.0	0.0	0.0
040	Developmental Disabilities Administration			
	1. ISSD Compensation Adjustments			0.0
	3. CSS Compensation funding			0.0
	4. DDA to ALTSA Staff Adjustments	(15.9)	(18.3)	(17.1)
	7. Fleet Program Rate Reduction			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization			0.0
	Category 1000			0.0
	5. DDA Category Transfer	2.0	2.0	2.0
	Category 2000			0.0
	5. DDA Category Transfer	(2.0)	(2.0)	(2.0)
	040 Total	(15.9)	(18.3)	(17.1)
050	Aging & Long-Term Support Admin			
	1. ISSD Compensation Adjustments			0.0
	4. DDA to ALTSA Staff Adjustments	15.9	18.3	17.1
	6. ALTSA to ADMIN - Board of Appeals	(1.5)	(1.5)	(1.5)
	7. Fleet Program Rate Reduction			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization			0.0
	050 Total	14.4	16.8	15.6
060	Economic Services Administration			
	1. ISSD Compensation Adjustments			0.0
	7. Fleet Program Rate Reduction			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization			0.0
	060 Total	0.0	0.0	0.0
070	Alcohol and Substance Abuse			
	1. ISSD Compensation Adjustments			0.0
	7. Fleet Program Rate Reduction			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization			0.0
	070 Total	0.0	0.0	0.0
100	Division of Voc. Rehabilitation			
	1. ISSD Compensation Adjustments			0.0
	7. Fleet Program Rate Reduction			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization			0.0
	100 Total	0.0	0.0	0.0

FY 2016										
A	B	E	ED	G	J	P	TZ	Total		
							83,000	83,000		
(32,000)	(10,000)			(58,000)				(42,000)		
								(58,000)		
		(44,000)						(44,000)		
		(1,057,000)					38,000	(1,019,000)		
							(448,000)	(448,000)		
(32,000)	(10,000)	(1,101,000)	0	(58,000)	0	0	(327,000)	(1,528,000)		
							13,000	13,000		
				(16,000)				(16,000)		
		(7,000)						(7,000)		
		(425,000)					7,000	(418,000)		
							(70,000)	(70,000)		
0	0	(432,000)	0	(16,000)	0	0	(50,000)	(498,000)		
							44,000	44,000		
(110,000)	(89,000)							(199,000)		
		(11,000)						(11,000)		
		(607,000)					26,000	(581,000)		
							(197,000)	(197,000)		
(110,000)	(89,000)	(618,000)	0	0	0	0	(127,000)	(944,000)		
							55,000	55,000		
110,000	89,000							199,000		
(1,151,000)	(394,000)	(103,000)	(99,000)	(11,000)	(12,000)	(5,000)	(16,000)	(1,791,000)		
				(14,000)				(14,000)		
		(16,000)						(16,000)		
		(823,000)					21,000	(802,000)		
							(451,000)	(451,000)		
								0		
185,000	60,000	13,000	13,000	(3,000)	(6,000)		2,000	264,000		
								0		
								0		
(185,000)	(60,000)	(13,000)	(13,000)	3,000	6,000		(2,000)	(264,000)		
								0		
(1,041,000)	(305,000)	(942,000)	(99,000)	(25,000)	(12,000)	(5,000)	(391,000)	(2,820,000)		
							57,000	57,000		
1,151,000	394,000	103,000	99,000	11,000	12,000	5,000	16,000	1,791,000		
(116,000)	(43,000)	(8,000)					(2,000)	(169,000)		
								(18,000)		
		(28,000)						(28,000)		
		(780,000)					28,000	(752,000)		
							(508,000)	(508,000)		
1,035,000	351,000	(713,000)	99,000	(7,000)	12,000	5,000	(409,000)	373,000		
							197,000	197,000		
				(16,000)				(16,000)		
		(179,000)						(179,000)		
		(2,905,000)					95,000	(2,810,000)		
							(1,754,000)	(1,754,000)		
0	0	(3,084,000)	0	(16,000)	0	0	(1,462,000)	(4,562,000)		
							2,000	2,000		
				(1,000)				(1,000)		
		(1,000)						(1,000)		
		(19,000)					1,000	(18,000)		
							(14,000)	(14,000)		
0	0	(20,000)	0	(1,000)	0	0	(11,000)	(32,000)		
							10,000	10,000		
				(4,000)				(4,000)		
		(6,000)						(6,000)		
		(311,000)					8,000	(303,000)		
							(87,000)	(87,000)		
0	0	(317,000)	0	(4,000)	0	0	(69,000)	(390,000)		

FY 2017								
A	B	E	ED	G	J	P	TZ	Total
(33,000)	(11,000)						174,000	174,000
		(44,000)		(58,000)				(44,000)
		(1,057,000)						(58,000)
							38,000	(44,000)
							(1,019,000)	(1,019,000)
							(445,000)	(445,000)
(33,000)	(11,000)	(1,101,000)	0	(58,000)	0	0	(233,000)	(1,436,000)
				(16,000)			26,000	26,000
		(7,000)						(16,000)
		(425,000)					7,000	(7,000)
							(418,000)	(418,000)
							(74,000)	(74,000)
0	0	(432,000)	0	(16,000)	0	0	(41,000)	(489,000)
(162,000)	(98,000)						98,000	98,000
		(11,000)						(260,000)
		(607,000)						(11,000)
							26,000	(581,000)
							(210,000)	(210,000)
(162,000)	(98,000)	(618,000)	0	0	0	0	(86,000)	(964,000)
162,000	98,000						118,000	118,000
(1,266,000)	(439,000)	(119,000)	(115,000)	(17,000)	(13,000)	(5,000)	260,000	260,000
				(14,000)			(19,000)	(1,993,000)
		(16,000)						(14,000)
		(823,000)						(16,000)
							21,000	(802,000)
							(462,000)	(462,000)
								0
184,000	61,000	13,000	13,000	(3,000)			2,000	270,000
								0
								0
(184,000)	(61,000)	(13,000)	(13,000)	3,000			(2,000)	(270,000)
								0
(1,104,000)	(341,000)	(958,000)	(115,000)	(31,000)	(13,000)	(5,000)	(342,000)	(2,909,000)
1,266,000	439,000	119,000	115,000	17,000	13,000	5,000	123,000	123,000
(116,000)	(44,000)	(8,000)					19,000	1,993,000
							(2,000)	(170,000)
				(18,000)				(18,000)
		(28,000)						(28,000)
		(780,000)					28,000	(752,000)
							(518,000)	(518,000)
1,150,000	395,000	(697,000)	115,000	(1,000)	13,000	5,000	(350,000)	630,000
				(16,000)			427,000	427,000
		(179,000)						(16,000)
		(2,905,000)						(179,000)
							95,000	(2,810,000)
							(1,830,000)	(1,830,000)
0	0	(3,084,000)	0	(16,000)	0	0	(1,308,000)	(4,408,000)
				(1,000)			3,000	3,000
		(1,000)						(1,000)
		(19,000)					1,000	(1,000)
							(15,000)	(18,000)
0	0	(20,000)	0	(1,000)	0	0	(11,000)	(15,000)
				(4,000)			21,000	21,000
		(6,000)						(4,000)
		(311,000)						(6,000)
							8,000	(303,000)
							(87,000)	(87,000)
0	0	(317,000)	0	(4,000)	0	0	(58,000)	(379,000)

2016 Supplemental Budget
AW M2-9T Transfers

	Program	FTEs		
		FY16	FY17	Total
110	Administration & Supporting Services			
	1. ISSD Compensation Adjustments			0.0
	2. Communications Manager	0.4	0.4	0.4
	6. ALTSA to ADMIN - Board of Appeals	1.5	1.5	1.5
	7. Fleet Program Rate Reduction			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization	55.8	55.8	55.8
	110 Total	57.7	57.7	57.7
135	Special Commitment Center			
	1. ISSD Compensation Adjustments			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization			0.0
	135 Total	0.0	0.0	0.0
145	Payments to Other Agencies			
	7. Fleet Program Rate Reduction			0.0
	8. OCIO Funding Transfer			0.0
	9. WaTech Funding Transfer	0		0.0
	145 Total	0.0	0.0	0.0
150	Information System Services Division			
	1. ISSD Compensation Adjustments			0.0
	9. WaTech Funding Transfer			0.0
	10. ISSD Reorganization	(55.8)	(55.8)	(55.8)
	150 Total	(55.8)	(55.8)	(55.8)
160	Consolidated Field Services			
				0.0
	160 Total	0.0	0.0	0.0
Agency-Wide Total:		0	0	0.0

FY 2016										
A	B	E	ED	G	J	P	TZ	Total		
	(236,000)						(232,000)	(468,000)		
32,000	10,000							42,000		
116,000	43,000	8,000					2,000	169,000		
				(6,000)				(6,000)		
		(33,000)						(33,000)		
		(161,000)					5,000	(156,000)		
4,142,000	1,324,000	1,070,000			310,000		(3,244,000)	3,602,000		
4,290,000	1,141,000	884,000	0	(6,000)	310,000	0	(3,469,000)	3,150,000		
							7,000	7,000		
		(2,000)						(2,000)		
		(104,000)					3,000	(101,000)		
							(73,000)	(73,000)		
0	0	(106,000)	0	0	0	0	(63,000)	(169,000)		
								133,000		
		133,000		0				327,000		
		6,960,000						6,960,000		
								0		
0	0	7,420,000	0	0	0	0	0	7,420,000		
	236,000						(236,000)	0		
		232,000					(232,000)	0		
(4,142,000)	(1,324,000)	(1,070,000)	0	0	(310,000)	0	6,846,000	0		
								0		
(4,142,000)	(1,088,000)	(838,000)	0	0	(310,000)	0	6,378,000	0		
								0		
0	0	0	0	0	0	0	0	0		

FY 2017									
A	B	E	ED	G	J	P	TZ	Total	
	(524,000)						(481,000)	(1,005,000)	
33,000	11,000							44,000	
116,000	44,000	8,000					2,000	170,000	
				(6,000)				(6,000)	
		(33,000)						(33,000)	
		(161,000)					5,000	(156,000)	
4,509,000	1,516,000	759,000			310,000		(3,380,000)	3,714,000	
4,658,000	1,047,000	573,000	0	(6,000)	310,000	0	(3,854,000)	2,728,000	
							15,000	15,000	
		(2,000)						(2,000)	
		(104,000)					3,000	(101,000)	
							(73,000)	(73,000)	
0	0	(106,000)	0	0	0	0	(55,000)	(161,000)	
								133,000	
		133,000		0				327,000	
		6,960,000						6,960,000	
								0	
0	0	7,420,000	0	0	0	0	0	7,420,000	
	524,000						(524,000)	0	
		232,000					(232,000)	0	
(4,509,000)	(1,516,000)	(759,000)	0	0	(310,000)	0	7,094,000	0	
								0	
(4,509,000)	(992,000)	(527,000)	0	0	(310,000)	0	6,338,000	0	
								0	
								0	
0	0	0	0	0	0	0	0	0	

2015-17 Biennium								
A	B	E	ED	G	J	P	TZ	Total
0	(760,000)	0	0	0	0	0	(713,000)	(1,473,000)
65,000	21,000	0	0	0	0	0	0	86,000
232,000	87,000	16,000	0	0	0	0	4,000	339,000
0	0	0		(12,000)	0	0	0	(12,000)
0	0	(66,000)	0	0	0	0	0	(66,000)
0	0	(322,000)	0	0	0	0	10,000	(312,000)
8,651,000	2,840,000	1,829,000	0	0	620,000	0	(6,624,000)	7,316,000
8,948,000	2,188,000	1,457,000	0	(12,000)	620,000	0	(7,323,000)	5,878,000
	0	0	0	0	0	0	22,000	22,000
0	0	(4,000)	0	0	0	0	0	(4,000)
0	0	(208,000)	0	0	0	0	6,000	(202,000)
0	0	0	0	0	0	0	(146,000)	(146,000)
0	0	(212,000)	0	0	0	0	(118,000)	(330,000)
	0	266,000	0	0	0	0	0	266,000
0	0	654,000	0	0	0	0	0	654,000
0	0	13,920,000	0	0	0	0	0	13,920,000
0	0	0	0	0	0	0	0	0
0	0	14,840,000	0	0	0	0	0	14,840,000
	760,000	0	0	0	0	0	(760,000)	0
0	0	464,000	0	0	0	0	(464,000)	0
(8,651,000)	(2,840,000)	(1,829,000)	0	0	(620,000)	0	13,940,000	0
0	0	0	0	0	0	0	0	0
(8,651,000)	(2,080,000)	(1,365,000)	0	0	(620,000)	0	12,716,000	0
	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0

NOTES:

- Information System Services Division (ISSD) compensation adjustments from Administration & Supporting Services (Admin). Item adjusts object TZ costs. No Carry Forward Level (CFL) adjustment needed for the 2017-19 Biennial budget.
- Children's Administration transfer of Communications Manager funding (40%) to Administration and Supporting Services.
- Transfer Compensation Impact Model (CIM) funding from Mental Health Division to Developmental Disabilities Administration for Consolidated Support Services (CSS). All CSS positions were included in the Mental Health Division when the CIM file was created.
- Transfer FTEs and Funding from Developmental Disability Administration (DDA) to Aging and Long-Term Support Administration (ALTSA) for IFS / Basic+ / CFCC / Mandatory Workload Step / IT staff and Program Staff.
- Transfer FTEs and Funding from Category 2000 to Category 1000 within the Developmental Disabilities Administration (DDA). Three (3) Nursing Care Consultants from Category 2000 to Category 1000 and One (1) Training position from Category 1000 to Category 2000.
- Transfer FTEs and Funding from Aging and Long-Term Support Administration (ALTSA) to Administration and Supporting Services (ADMIN) for the Board of Appeals. This adjustment is needed because of a previous transfer to the Health Care Authority that should have come out of ALTSA instead of ADMIN. No CFL Adjustment needed for teh 2017-19 Biennial budget.
- Transfer the Fleet Program Rate Reduction from Payments to Other Agencies (PTOA) to all other DSHS Programs.
- Transfer the costs of the Office of the Chief Information Officer (OCIO) from the DSHS Programs to PTOA.
- Transfer the costs for WaTech from DSHS Programs to PTOA.
- ISSD has been reorganized, with a portion of the staff being transferred to Admin. This results in a change of TZ funding at the program level.

Department of Social and Health Services

DP Code/Title: M2-A3 SSPS Operations
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Children's Administration (CA) requests \$809,000 GF-State in the 2016 Supplemental Budget for maintenance and operations costs of the Social Service Payment System (SSPS) until such time CA is able to secure funding and a vendor to replace the SSPS authorization and payment processing functionality. If the CA SSPS Replacement Decision Package is funded, the Fiscal Year 2017 funding in this request may shift to the Economic Services Administration.

Fiscal Detail:

<u>Operating Expenditures</u>		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding				
001-1	General Fund - Basic Account-State	264,000	545,000	809,000
Total Cost		264,000	545,000	809,000

Staffing

Package Description:

Problem Statement

Multiple administrations within DSHS utilize SSPS to provide authorization and payment processing for direct services provided to children and families. SSPS processes CA provider payments and is essential to support a mission-critical child welfare system. On average, CA processes a total of \$20,700,000 in provider payments through SSPS each month. This represents approximately 40,000 payments to 14,000 providers per month.

Each DSHS administration utilizing SSPS is allocated their fair share of the system costs to operate SSPS. However, other administrations are phasing out the use of SSPS, leaving CA with an increased percentage of the maintenance and operations costs. This request is for funding to support the increased share of SSPS costs attributed to CA.

Proposed Solution

CA requests funding to support the maintenance and operation costs of SSPS until such time as CA is able to secure funding and a vendor to replace the SSPS authorization and payment processing functionality. SSPS is an antiquated, 40 year old Unisys system that is no longer able to be sustained by DSHS and must be sunset. The system costs and the risks of operating SSPS are increasing due to difficulties in the ability to maintain an obsolete, near end-of life system.

If the SSPS Replacement DP is funded, the Fiscal Year 2017 funding in this request shift to ESA.

Agency Contact: Breann Boggs (360)902-8182
Program Contact: Rene Newkirk (360)902-7946

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

CA will be able to continue making 40,000 payments to 14,000 providers per month.

Performance Measure Detail

Agency Level

Department of Social and Health Services

DP Code/Title: M2-A3 SSPS Operations
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Activity: A280 SACWIS/Child Welfare Information Technology	Incremental Changes	
	<u>FY 1</u>	<u>FY 2</u>
No measures linked to package	0.00	0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implementing CA's Strategic Objectives:

1.3: Percentage of children with a founded allegation who have a new founded allegation within six months will decrease.

3.1: Percentage of all children currently in care for at least one year who have not moved within 12 months of their previous move or their entry into placement will increase.

3.2: Percentage of children in foster care longer than five years will decrease.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goals:

Goal 4: Healthy and Safe Communities - Fostering the health of Washingtonians for a healthy start to a safe and supported future.

Goal 4: Healthy & Safe Communities - Safe People - Help keep people safe in their homes, on their jobs, and in their communities.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.a Decrease percentage of children with founded allegation of abuse or neglect.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.b Decrease percentage of children in out-of-home placement 5 years or more.

What are the other important connections or impacts related to this proposal?

CA has active key stakeholders. This request is to fund an essential operational function to pay providers for services to children and families in the child welfare system.

What alternatives were explored by the agency, and why was this alternative chosen?

CA can continue using SSPS until a viable alternative solution is available.

What are the consequences of adopting or not adopting this package?

Not funding this package would result in reduced funding and service capacity to provide essential services to children, which may put children in situations of danger.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Department of Social and Health Services

DP Code/Title: M2-A3 SSPS Operations
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Expenditure and revenue calculations and assumptions

See attachment: CA M2-A3 SSPS Operations

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These costs are ongoing and will continue into future biennia until a SSPS replacement is in place.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
T Intra-Agency Reimbursements	264,000	545,000	809,000

DSHS Source Code Detail

Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	264,000	545,000	809,000
<i>Total for Fund 001-1</i>	264,000	545,000	809,000
Total Overall Funding	264,000	545,000	809,000

2016 Supplemental Budget
M2-A3 SSPS Operations

	SFY 2016				SFY 2017+			
	ESA	CA	Other	Total	ESA*	CA	Other	Total
SSPS - Unisys Costs								
Current Funding	2,317,589	183,347	650,064	3,151,000	2,259,589	183,347	650,064	3,093,000
Reallocated Costs	2,692,561	373,439	85,000	3,151,000	2,759,961	391,039		3,151,000
Increased Costs - Annual	374,972	190,092	(565,064)	-	500,372	207,692	(650,064)	58,000
Increased Costs - SFY 2016 (6 Months)	187,486	95,046	(282,532)					
SSPS - Other Costs**								
Current Costs	548,000	325,000	1,001,000	1,874,000	548,000	325,000	1,001,000	1,874,000
Reallocated Costs	1,212,000	662,000		1,874,000	1,212,000	662,000		1,874,000
Increased Costs - Annual	664,000	337,000	(1,001,000)	-	664,000	337,000	(1,001,000)	-
Increased Costs - SFY 2016 (6 Months)	332,000	169,000		501,000				
Total Increased Costs - Due to Allocation Shift	519,486	264,046		783,532	1,164,372	544,692		1,709,064

*ESA's Residential Program System (RPS) moving off Unysis. Current funding for RPS is \$58,000.

* *Printing, storage, staffing, etc.

Information Technology Addendum

Recsum Code and Title: M2-A3 SSPS Operations
Brief Description: Social Service Payment System Operational Costs

If this investment includes the use of servers, do you plan to use the state data center?

☐ Yes ☐ No, waiver received ☐ No, waiver not received ☒ Does not apply

BUSINESS TRANSFORMATION – THIS SET OF CRITERIA WILL BE USED TO ASSESS IT PROPOSALS SUPPORTING BUSINESS CHANGES TO IMPROVE SERVICES OR ACCESS TO INFORMATION FOR AGENCY CUSTOMERS OR CITIZENS.

Business process improvement: Primary goal of the proposal is to transform an agency business process. This criterion will be used to assess the transformative nature of the project.

(INTENT: Incent agencies to take transformative projects that may include risk.)

This request does not transform an agency business process, but maintains an existing one.

Risk mitigation: Primary goal is to mitigate risks associated with transformative initiatives. This criterion will be used to determine if the initiative provides adequate resources to mitigate risks associated with a transformative initiative. Risk planning may include budgeting for independent quality assurance, organizational change management, training, staffing, etc.

(INTENT: Drive business value by encouraging risk taking that is well managed.)

This request only mitigates the risks associated with an increase in SSPS costs attributed to Economic Services Administration (ESA) when the ADSA migrates to the PPL system of Provider One for provider payments.

Customer-facing value: Add value in short increments. This criterion will be used to determine if the initiative provides “customer-facing value” in small increments quickly to drive agile strategy.

(INTENT: Drive agencies to producing value more quickly and incrementally.)

This request only maintains existing customer facing value by funding the continued operations and maintenance costs of SSPS to generate some payments to providers on a monthly basis.

2016 Supplemental Budget

Department of Social and Health Services

Open data: New datasets exposed. This criterion will be used to assess if the initiative will increase public access to searchable, consumable machine-readable data from agencies. (INTENT: Drive agencies to make more data available to citizens. We also value making data available internally for better decision making.)

This investment does not make more data available to either the agency or the public.

Transparency/accountability: Project is clear, measurable, and immediate. This criterion will be used to assess if the initiative specifies the following: (1) Are the goals articulated? (2) Are performance outcomes identified, quantified and measurable? (INTENT: Award more points for better project and outcome performance measures.)

This investment continues to utilize an existing system and payment resource.

Technology Strategy Alignment – This set of criteria will be used to assess the alignment of the request to the larger technology strategy of the state.

Security: Improve agency security. This criterion will be used to assess the improvements to the overall security posture for an agency. (INTENT: Award additional points to projects where intent is to improve the security across an agency.)

This investment does not transform or improve agency security.

Modernization of state government: Cloud first. This criterion will be used to assess if the initiative will result in replacing legacy systems with contemporary solutions that drive our cloud-first strategy. (INTENT: Drive agencies to look more intently at leveraging cloud-based solutions.)

This investment does not produce a cloud first opportunity.

Mobility: New mobile services for citizens. This criterion will be used to assess the contribution of the initiative to support mobile government services for citizens and a mobile workforce. (INTENT: Drive agencies to look for ways to deliver results and services that are accessible to citizens from mobile devices. While we also value mobility for employees, we place greater value on mobility for citizens.)

This investment does not utilize mobility.

Interoperability: Adds value in six months. This criterion will be used to determine if the initiative provides a technology system or software application that distributes, consumes or exchanges data.

2016 Supplemental Budget Department of Social and Health Services

(INTENT: Drive agencies to acquiring and/or developing systems that are interoperable across the state enterprise.)

This investment will maintain the existing interoperability between SSPS and ESA programs.

Financial – This set of criteria will be used to assess the initiative’s financial contribution, including the extent the initiative uses other fund sources, reduces cost for the state, or captures new or unrealized revenue.

Captures new or unrealized revenue: This criterion is calculated based on the amount of new or unrealized revenue captured by the end of the 2017-19 biennium as a proportion of total investment. To get the full points in this category, projects must capture at least five times the amount of the investment by the end of the 2017-19 biennium.

This investment does not generate new revenue.

Reduces costs: This criterion is calculated based on the amount of cost reduction by the end of the 2017-19 biennium as a proportion of total investment. To get the full points for this criterion, projects must reduce costs by at least two times the amount of the investment by the end of the 2017-19 biennium.

This investment does not reduce costs.

Leverages federal/grant funding: This criterion is to calculate the degree in which projects are funded by federal or grant dollars. Projects that are fully funded by federal or grant sources receive full points.

This project would not qualify for enhanced federal funding.

Department of Social and Health Services

DP Code/Title: M2-FS Unisys Rehosting
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Children's Administration (CA) requests \$448,000 GF-State in the 2016 Supplemental Budget in order to obtain and migrate to a new mainframe hosting and support solution for the Social Service Payment System (SSPS). The mainframe which currently hosts these systems will reach the end of life support on June 30, 2016 and must be replaced. This mainframe also hosts several systems used by the Economic Services Administration (ESA). If the CA SSPS Replacement DP is funded, the Fiscal Year 2017 costs included in this request may shift to ESA.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	270,000	178,000	448,000
Total Cost	270,000	178,000	448,000

Staffing

Package Description:

Problem Statement

DSHS's software license and support contract with the Unisys Corporation via Washington Technology Solutions (WaTech) will expire on June 30, 2016. Unisys has verified that the existing mainframe computer will reach the end of life and end of support at that time. In addition to the end of life for this mainframe, WaTech will no longer support the Unisys mainframe after June 30, 2016. SSPS is located on this mainframe and will need to be migrated, along with its databases, from this mainframe to a new mainframe prior to June 30, 2016.

This is a mission critical proposal. Without migration, SSPS will operate on an unsupported mainframe system. In the event that this mainframe fails, CA likely will be unable to continue some business operations. Mainframe failure will jeopardize the operation of this system, which processes payments for direct services provided to children and families. These include foster care maintenance payments, adoption support, child care payments, and other payments made for services provided to vulnerable children and families.

Proposed Solution

The funding requested in this Decision Package assumes the migration of the systems to a new mainframe is complete by June 30, 2016. This is an aggressive date for completion of the project. Failure to meet this completion date will shift costs from Fiscal Year 2016 to Fiscal Year 2017. Additionally, delays in migration will result in increased costs to extend the life of the existing mainframe, including licensing costs and contractor support. The costs to extend the life of the existing mainframe are estimated at \$1,988,000 in Fiscal Year 2017, in addition to the costs reflected in this Decision Package to migrate to a new mainframe. This cost would be shared by the two DSHS administrations (CA and ESA) with systems hosted on this mainframe.

Agency Contact: Breann Boggs (360) 902-8182
Program Contact: Rene Newkirk (360) 902-7946

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

By funding this request, SSPS will operate on a reliable, supported mainframe and CA's business operations will continue

Department of Social and Health Services

DP Code/Title: M2-FS Unisys Rehosting
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

without risk of critical interruption.

Performance Measure Detail

Agency Level

Activity: A280 SACWIS/Child Welfare Information Technology

No measures linked to package

Incremental Changes

FY 1

FY 2

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implementing CA's Strategic Objectives:

1.3: Percentage of children with a founded allegation who have a new founded allegation within six months will decrease.

3.1: Percentage of all children currently in care for at least one year who have not moved within 12 months of their previous move or their entry into placement will increase.

3.2: Percentage of children in foster care longer than five years will decrease.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goals:

Goal 4: Healthy and Safe Communities - Fostering the health of Washingtonians for a healthy start to a safe and supported future.

Goal 4: Healthy & Safe Communities - Safe People - Help keep people safe in their homes, on their jobs, and in their communities.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.a Decrease percentage of children with founded allegation of abuse or neglect.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.b Decrease percentage of children in out-of-home placement 5 years or more.

What are the other important connections or impacts related to this proposal?

CA has active key stakeholders. This request is an essential operational function to pay providers for services to children and families in the child welfare system.

What alternatives were explored by the agency, and why was this alternative chosen?

CA explored migrating to ProviderOne. However, ProviderOne is a Medicaid system and therefore not an option for CA. CA can continue using SSPS until a viable alternative solution is available. Risks and costs increase the longer CA continues to utilize SSPS.

What are the consequences of adopting or not adopting this package?

CA would migrate SSPS to a new mainframe but would have to reduce its budget in other areas, possibly with negative effects on services provided to families in need.

What is the relationship, if any, to the state's capital budget?

Department of Social and Health Services

DP Code/Title: M2-FS Unisys Rehosting
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

See attachment: CA M2-FS Unisys Rehosting

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

Cost for external quality assurance and migration (\$2,237,000) are one time costs. Ongoing maintenance and operating costs are ongoing and will carry forward into future biennia.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
T Intra-Agency Reimbursements	270,000	178,000	448,000

DSHS Source Code Detail

Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	270,000	178,000	448,000
<i>Total for Fund 001-1</i>	270,000	178,000	448,000
Total Overall Funding	270,000	178,000	448,000

2016 Supplemental Budget
M2-FS Unisys Rehosting

	SFY 2016			SFY 2017			Total			
One Time Costs	ESA	CA	Total	ESA	CA	Total	ESA	CA	Total	
External Quality Assurance	141,000	20,000	161,000	18,000	3,000	21,000	159,000	23,000	182,000	
Migration	1,805,000	250,000	2,055,000			-	1,805,000	250,000	2,055,000	
Total One Time Costs	1,946,000	270,000	2,216,000	18,000	3,000	21,000	1,964,000	273,000	2,237,000	
Ongoing Maintenance and Operating Costs										
Total Annual Costs (5 Year Total = \$22,793,831)				3,992,796	565,971	4,558,766	3,992,796	565,971	4,558,766	22,793,831 Five Year Cost
Less: Current Funding				(2,259,589)	(183,347)	(2,442,936)	(2,259,589)	(183,347)	(2,442,936)	(3,151,000) Current Funding Plus
Less: Reallocated Costs - SSPS Operations DP				(500,372)	(207,692)	(708,064)	(500,372)	(207,692)	(708,064)	Requested Fund Shift
Total Maintenance and Operating Costs				1,232,835	174,932	1,407,766	1,232,835	174,932	1,407,766	
Total Costs	1,946,000	270,000	2,216,000	1,250,835	177,932	1,428,766	3,196,835	447,932	3,644,766	

2016 Supplemental Budget
Department of Social and Health Services

Information Technology Addendum

Recsum Code and Title: M2-FS Unisys Rehosting

Brief Description: This project will provide a solution to replacing the again Unisys Mainframe that runs critical systems for the Children's and Economic Services Administrations.

If this investment includes the use of servers, do you plan to use the state data center?

☐ Yes ☐ No, waiver received ☐ No, waiver not received ☒ Does not apply

Business Transformation – This set of criteria will be used to assess IT proposals supporting business changes to improve services or access to information for agency customers or citizens.

Business process improvement: Primary goal of the proposal is to transform an agency business process. This criterion will be used to assess the transformative nature of the project.

(INTENT: Incent agencies to take transformative projects that may include risk.)

N/A

Risk mitigation: Primary goal is to mitigate risks associated with transformative initiatives. This criterion will be used to determine if the initiative provides adequate resources to mitigate risks associated with a transformative initiative. Risk planning may include budgeting for independent quality assurance, organizational change management, training, staffing, etc.

(INTENT: Drive business value by encouraging risk taking that is well managed.)

This decision package includes funding for external Quality Assurance. Note that the vendor will also assume some financial liability for risks to budget or schedule including if the implementation extends beyond June 30, 2016.

Customer-facing value: Add value in short increments. This criterion will be used to determine if the initiative provides “customer-facing value” in small increments quickly to drive agile strategy.

(INTENT: Drive agencies to producing value more quickly and incrementally.)

While there should be no impact to the customer-facing systems, the new architecture will provide a more comprehensive disaster recovery solution. This solution should result in a quicker recovery time than the current 72-hour anticipated recovery.

Open data: New datasets exposed. This criterion will be used to assess if the initiative will increase public access to searchable, consumable machine-readable data from agencies.

M2-FS Unisys Rehosting

2016 Supplemental Budget

Department of Social and Health Services

(INTENT: Drive agencies to make more data available to citizens. We also value making data available internally for better decision making.)

N/A

Transparency/accountability: Project is clear, measurable, and immediate. This criterion will be used to assess if the initiative specifies the following: (1) Are the goals articulated? (2) Are performance outcomes identified, quantified and measurable?
(INTENT: Award more points for better project and outcome performance measures.)

The statement of work has been clearly defined and the performance outcomes are based solely on successfully re-hosting the existing functionality on the new platform. "Successful implementation" is defined as no negative impact on the users of the systems.

Technology Strategy Alignment – This set of criteria will be used to assess the alignment of the request to the larger technology strategy of the state.

Security: Improve agency security. This criterion will be used to assess the improvements to the overall security posture for an agency.
(INTENT: Award additional points to projects where intent is to improve the security across an agency.)

While enhancing the security of the existing systems and architecture is not in scope of this project, all federal, state, and agency security policies are being considered within the statement of work. The vendor has indicated they have other customers in their data center with security controls similar to the DSHS requirements.

Modernization of state government: Cloud first. This criterion will be used to assess if the initiative will result in replacing legacy systems with contemporary solutions that drive our cloud-first strategy.
(INTENT: Drive agencies to look more intently at leveraging cloud-based solutions.)

This is a platform-as-a-service (PAAS) procurement, using a private cloud at Unisys' data center in Salt Lake City. Since SEMS contains IRS data, the service will be on stand-alone architecture to be compliant with IRS 1075 security guidelines. The Department understands that the Unisys mainframe architecture is not a viable long-term solution. A modernization roadmap is under development.

Mobility: New mobile services for citizens. This criterion will be used to assess the contribution of the initiative to support mobile government services for citizens and a mobile workforce.
(INTENT: Drive agencies to look for ways to deliver results and services that are accessible to citizens from mobile devices. While we also value mobility for employees, we place greater value on mobility for citizens.)

N/A

2016 Supplemental Budget

Department of Social and Health Services

Interoperability: Adds value in six months. This criterion will be used to determine if the initiative provides a technology system or software application that distributes, consumes or exchanges data.

(INTENT: Drive agencies to acquiring and/or developing systems that are interoperable across the state enterprise.)

N/A

Financial – This set of criteria will be used to assess the initiative’s financial contribution, including the extent the initiative uses other fund sources, reduces cost for the state, or captures new or unrealized revenue.

Captures new or unrealized revenue: This criterion is calculated based on the amount of new or unrealized revenue captured by the end of the 2017-19 biennium as a proportion of total investment. To get the full points in this category, projects must capture at least five times the amount of the investment by the end of the 2017-19 biennium.

N/A

Reduces costs: This criterion is calculated based on the amount of cost reduction by the end of the 2017-19 biennium as a proportion of total investment. To get the full points for this criterion, projects must reduce costs by at least two times the amount of the investment by the end of the 2017-19 biennium.

N/A

Leverages federal/grant funding: This criterion is to calculate the degree in which projects are funded by federal or grant dollars. Projects that are fully funded by federal or grant sources receive full points.

SEMS is currently funded using 66% federal dollars. We do not anticipate any changes.

Department of Social and Health Services

DP Code/Title: M2-WC Building Access Control System
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Department of Social and Health Services (DSHS) requests funding to support the upgrade of access control systems, panic alarms and intrusion alarms for multiple leased facilities statewide. DSHS is currently in the process of upgrading 32 sites whose access control systems had been running on the Windows XP operating system. While upgrading these sites with a Windows 7 compliant enterprise wide access control system, it became apparent that wiring needed to also be replaced. Another significant issue that has arisen is the incompatibility of existing panic and intrusion alarms that tie into the access control system. Most of these systems are obsolete and must be replaced.

Funding will be used to pay for two contracts; one for the additional wiring costs for the access control system, and one for the panic and intrusion alarm upgrades. The expected result is optimal security for staff and clients at 32 DSHS leased sites.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	200,000	0	200,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	20,000	0	20,000
Total Cost	220,000	0	220,000

Staffing

Package Description:

Problem:

By State policy (<https://www.ocio.wa.gov/policies/142-windows-xp-end-life>), all systems running Windows XP must be removed from State offices and from the State network. All remaining Windows XP devices must be removed and replaced with current Windows 7 or later systems.

Existing systems are obsolete and not compatible with Windows 7. Current hardware is failing in a way that jeopardizes both building security as well as posing a potential fire hazard.

Solution:

Procurement of modern security systems will produce continued security even when the network connection is lost as well as mitigate the potential fire hazard; provide management of badges from any of the sites, improving options for support; provide a single, but distributed database, reducing the management of badges for staff who do this in addition to their full time jobs (currently, staff have to be removed from every location they have access to; with this improvement, they only have to be removed or added once).

Agency Contact: Charles Wang (360) 902-8154

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

Procurement of modern security systems will:

Produce continued security even when the network connection is lost;

Mitigate the potential fire hazard;

Department of Social and Health Services

DP Code/Title: M2-WC Building Access Control System

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Provide management of badges from any of the sites, improving options for support;

Provide a single, but distributed database, reducing the management of badges for staff who do this in addition to their full time jobs (currently, staff have to be removed from every location they have access to; with this improvement, they only have to be removed or added once);

Addresses DSHS' non compliance with state policy (<https://www.ocio.wa.gov/policies/142-windows-xp-end-life>) by replacing Windows XP devices with Windows 7 or later systems.

Performance Measure Detail

Agency Level

Activity: A285 Direct Regional Administration and Field Support

No measures linked to package

Incremental Changes

FY 1

0.00

FY 2

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

Safety - Each individual and each community will be safe.

Public Trust - Strong management practices will be used to ensure quality and efficiency.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This Decision package supports the Result Washington:

Goal 4: Healthy & Safe Communities - Safe People - Help keep people safe in their homes, on their jobs, and in their communities.

What are the other important connections or impacts related to this proposal?

All DSHS programs and management are in support of these upgrades to ensure security for staff and the clients they serve.

What alternatives were explored by the agency, and why was this alternative chosen?

Existing funding is not available to cover these one-time costs.

What are the consequences of adopting or not adopting this package?

Existing systems are obsolete and not compatible with Windows 7. Current hardware is failing in a way that jeopardizes both building security as well as posing a potential fire hazard.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

See attachment: AW M2-WC Building Access Controls.xlsx

Department of Social and Health Services

DP Code/Title: **M2-WC Building Access Control System**

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These costs are one-time and will not carry forward.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
E Goods\Other Services	220,000	0	220,000

DSHS Source Code Detail

Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	200,000	0	200,000
<i>Total for Fund 001-1</i>	200,000	0	200,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
<u>Sources</u> <u>Title</u>			
658L Title IV-E-Foster Care (50%)	20,000	0	20,000
<i>Total for Fund 001-A</i>	20,000	0	20,000
Total Overall Funding	220,000	0	220,000

2016 Supplemental Budget
M2-WC Building Access Controls

Program	FY 2016			FY 2017			2015-17 Biennium		
	State	Other	Total	State	Other	Total	State	Other	Total
010	\$ 200,000	\$ 20,000	\$ 220,000	\$ -	\$ -	\$ -	\$ 200,000	\$ 20,000	\$ 220,000
020	\$ 1,000	\$ -	\$ 1,000	\$ -	\$ -	\$ -	\$ 1,000	\$ -	\$ 1,000
040	\$ 17,000	\$ 12,000	\$ 29,000	\$ -	\$ -	\$ -	\$ 17,000	\$ 12,000	\$ 29,000
050	\$ 33,000	\$ 31,000	\$ 64,000	\$ -	\$ -	\$ -	\$ 33,000	\$ 31,000	\$ 64,000
060	\$ 265,000	\$ 155,000	\$ 420,000	\$ -	\$ -	\$ -	\$ 265,000	\$ 155,000	\$ 420,000
070	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
100	\$ 75,000	\$ -	\$ 75,000	\$ -	\$ -	\$ -	\$ 75,000	\$ -	\$ 75,000
110	\$ 2,000	\$ 1,000	\$ 3,000	\$ -	\$ -	\$ -	\$ 2,000	\$ 1,000	\$ 3,000
Total	\$ 593,000	\$ 219,000	\$ 812,000	\$ -	\$ -	\$ -	\$ 593,000	\$ 219,000	\$ 812,000

Program	FY 2016	FY 2017	2015-17	State %
010	\$ 220,000	\$ -	\$ 220,000	91%
020	\$ 1,000	\$ -	\$ 1,000	100%
040	\$ 29,000	\$ -	\$ 29,000	59%
050	\$ 64,000	\$ -	\$ 64,000	52%
060	\$ 420,000	\$ -	\$ 420,000	63%
070	\$ -	\$ -	\$ -	81%
100	\$ 75,000	\$ -	\$ 75,000	100%
110	\$ 3,000	\$ -	\$ 3,000	82%
Total	\$ 812,000	\$ -	\$ 812,000	

2016 Supplemental Budget
M2-WC Building Access Controls

City	Bldg_Address	Program	Division	Cost
Forks	421 5TH Ave	010	DCFS	\$ 9,655.50
Seattle	3600 S Graham ST	010	DCFS	\$ 21,960.00
Walla Walla	206 -208 W Poplar St	010	DCFS	\$ 15,600.00
Omak	S 126 Main St	010	DCFS	\$ 6,320.00
Kent	1313 W Meeker ST	010	DCFS	\$ 20,328.00
Shelton	2505 Olympic Hwy N Ste 440	010	DCFS	\$ 10,675.00
Mount Vernon	900 E College Way Ste 100	010	DCFS	\$ 4,837.50
South Bend	307 Robert Bush Dr W	010	DCFS	\$ 8,190.00
Port Angeles	201-5 W 1St	010	DCFS	\$ 13,130.00
Arlington	3906 172ND ST NE	010	DCFS	\$ 22,800.00
Tumwater	6840 & 6860 Capitol Blvd Se Bld 2 & 3	010	DCFS	\$ 27,500.00
Long Beach	2601 Pacific Ave NW	010	DCFS	\$ 4,650.00
Monroe	953 Village Way Ste 25	010	DCFS	\$ 25,000.00
Port Townsend	915 Sheridan Ave	010	DCFS	\$ 9,300.00
Bellevue	805 156Th Ave Ne	010	DCFS	\$ 20,304.00
		010 Total		\$ 220,250.00
Bellingham	4101 Meridian St	020	JRA	\$ 881.50
Mount Vernon	900 E College Way Ste 100	020	JRA	\$ 87.50
		020 Total		\$ 969.00
Omak	S 126 Main St	040	DDA	\$ 700.00
Kent	1313 W Meeker ST	040	DDA	\$ 4,116.00
Walla Walla	416 E Main St	040	DDA	\$ 1,988.00
Shelton	2505 Olympic Hwy N Ste 440	040	DDA	\$ 1,775.00
Mount Vernon	900 E College Way Ste 100	040	DDA	\$ 725.00
South Bend	307 Robert Bush Dr W	040	DDA	\$ 330.00
Port Angeles	201-5 W 1St	040	DDA	\$ 2,990.00
Long Beach	2601 Pacific Ave NW	040	DDA	\$ 112.50
Port Townsend	915 Sheridan Ave	040	DDA	\$ 3,075.00
Kennewick	500 N Morain St	040	DDA	\$ 11,275.00
Oak Harbor	275 Pioneer Way Se Ste 101, 201,202 &	040	DDA	\$ 1,650.00
		040 Total		\$ 28,736.50
Tumwater	6639 Capitol Blvd	050	HCS	\$ 5,840.00
Tumwater	6639 Capitol Blvd	050	RCS	\$ 2,220.00
Walla Walla	206 -208 W Poplar St	050	HCS	\$ 4,400.00
Omak	S 126 Main St	050	HCS	\$ 1,260.00
Bremerton	4710 Auto Center Blvd	050	HCS	\$ 9,320.00
Spokane	1313 N Maple St	050	RCS	\$ 225.00
Shelton	2505 Olympic Hwy N Ste 440	050	HCS	\$ 1,775.00
Mount Vernon	900 E College Way Ste 100	050	HCS	\$ 1,612.50
Mount Vernon	900 E College Way Ste 100	050	RCS	\$ 37.50
South Bend	307 Robert Bush Dr W	050	HCS	\$ 330.00
Arlington	3906 172ND ST NE	050	HCS	\$ 8,400.00
Arlington	3906 172ND ST NE	050	RCS	\$ 8,800.00
Long Beach	2601 Pacific Ave NW	050	HCS	\$ 325.00
Port Townsend	915 Sheridan Ave	050	HCS	\$ 1,000.00
Kennewick	500 N Morain St	050	HCS	\$ 13,725.00
Oak Harbor	275 Pioneer Way Se Ste 101, 201,202 &	050	HCS	\$ 4,600.00
		050 Total		\$ 63,870.00
Bellingham	4101 Meridian St	060	CSD	\$ 14,247.50
Bellingham	4101 Meridian St	060	DCS	\$ 1,045.50
Bellingham	4101 Meridian St	060	DEL	\$ 1,148.00
Forks	421 5TH Ave	060	CSO	\$ 10,844.50
Seattle	3600 S Graham ST	060	CSO	\$ 17,680.00
Seattle	2106 Second Ave	060	CSO	\$ 23,000.00
Omak	S 126 Main St	060	CSO	\$ 11,380.00
Bremerton	4710 Auto Center Blvd	060	CSD	\$ 29,440.00

2016 Supplemental Budget
M2-WC Building Access Controls

City	Bldg_Address	Program	Division	Cost
Bremerton	4710 Auto Center Blvd	060	ESA	\$ 1,000.00
Kent	1313 W Meeker ST	060	CSO	\$ 14,070.00
Kent	1313 W Meeker ST	060	DCS	\$ 210.00
Spokane	1313 N Maple St	060	CSO	\$ 22,275.00
Walla Walla	416 E Main St	060	CSO	\$ 10,024.00
Shelton	2505 Olympic Hwy N Ste 440	060	CSO	\$ 9,075.00
Mount Vernon	900 E College Way Ste 100	060	CSO	\$ 4,025.00
Mount Vernon	900 E College Way Ste 100	060	DCS	\$ 225.00
Mount Vernon	900 E College Way Ste 100	060	DEL	\$ 212.50
South Bend	307 Robert Bush Dr W	060	CSO	\$ 5,865.00
Port Angeles	201-5 W 1St	060	CSD	\$ 10,952.50
Port Angeles	201-5 W 1St	060	DEL	\$ 585.00
Renton	500 SW 7th St	060	CSO	\$ 30,177.00
Federal Way	616 S 348Th St	060	CSO	\$ 25,500.00
Tumwater	6840 & 6860 Capitol Blvd Se Bld 2 & 3	060	CSO	\$ 22,500.00
Long Beach	2601 Pacific Ave NW	060	CSO	\$ 7,300.00
Port Townsend	915 Sheridan Ave	060	CSO	\$ 8,625.00
Chehalis	151 NE Hampe Way Ste 151	060	CSO	\$ 10,000.00
Puyallup	201 W Main St	060	CSO	\$ 25,000.00
Seattle	9650 15Th Ave SW	060	CSO	\$ 40,000.00
Bellevue	805 156Th Ave Ne	060	CSO	\$ 19,536.00
Bellevue	805 156Th Ave Ne	060	DEL	\$ 3,744.00
Oak Harbor	275 Pioneer Way Se Ste 101, 201,202 &	060	CSO	\$ 17,650.00
Lakewood	5712 Main St SW	060	CSO	\$ 23,000.00
		060 Total		\$ 420,336.50
Bellingham	4101 Meridian St	100	DVR	\$ 3,177.50
Tumwater	6639 Capitol Blvd	100	DVR	\$ 1,940.00
Kent	1313 W Meeker ST	100	DVR	\$ 3,276.00
Walla Walla	416 E Main St	100	DVR	\$ 1,988.00
Shelton	2505 Olympic Hwy N Ste 440	100	DVR	\$ 1,325.00
Mount Vernon	900 E College Way Ste 100	100	DVR	\$ 650.00
South Bend	307 Robert Bush Dr W	100	DVR	\$ 165.00
Port Angeles	201-5 W 1St	100	DVR	\$ 4,290.00
Long Beach	2601 Pacific Ave NW	100	DVR	\$ 112.50
Port Townsend	915 Sheridan Ave	100	DVR	\$ 3,000.00
Seattle	400 Mercer St STE 508	100	DVR	\$ 12,500.00
Lacey	4565 7Th Ave SE	100	DVR	\$ 23,511.00
Lacey	4565 7Th Ave SE	100	DVR	\$ 994.50
Lacey	4565 7Th Ave SE	100	DVR	\$ 994.50
Silverdale	3888 Randall Way Stes 101 201	100	DVR	\$ 11,500.00
Bellevue	805 156Th Ave Ne	100	DVR	\$ 4,416.00
Oak Harbor	275 Pioneer Way Se Ste 101, 201,202 &	100	DVR	\$ 1,100.00
		100 Total		\$ 74,940.00
Seattle	3600 S Graham ST	110	EM	\$ 360.00
Omak	S 126 Main St	110	OFA	\$ 340.00
Bremerton	4710 Auto Center Blvd	110	OFA	\$ 240.00
Shelton	2505 Olympic Hwy N Ste 440	110	OFA	\$ 375.00
Mount Vernon	900 E College Way Ste 100	110	OFA	\$ 87.50
South Bend	307 Robert Bush Dr W	110	OFA	\$ 120.00
Port Angeles	201-5 W 1St	110	OIP	\$ 552.50
Renton	500 SW 7th St	110	OFA	\$ 1,323.00
		110 Total		\$ 3,398.00
		Grand Total		\$ 812,500.00

Department of Social and Health Services

DP Code/Title: M2-WK IT Systems Infrastructure
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

DSHS requests funding in the 2016 Supplemental Budget for the replacement of information technology (IT) equipment that has passed end of useable life and provides critical support data network infrastructure needed to maintain data transport across the agency and to business partners in support of DSHS clients. This request is to support the lease-purchase of IT equipment through a certificate of participation (COP).

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	0	50,000	50,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	0	5,000	5,000
Total Cost	0	55,000	55,000

Staffing

Package Description:

Problem Statement:

The department requires the replacement of necessary IT infrastructure equipment to meet the day-to-day operational needs of the department. These needs exceed the department's base equipment funding levels. Not replacing this end of life equipment greatly increases risk to the agency in both loss of vendor support for critical IT infrastructure resulting in increased outages and the loss of security updates which provides protection for confidential and sensitive client data. These risks put the agency in jeopardy of failed federal compliance audits and/or lawsuits if confidential client data is compromised. Factors that motivate this project include federal and state laws, statutes and policies such as the following:

- o Federal requirements mandate protection of Federal Tax Information (FTI) under IRS 1075
- o Internal Revenue Code (IRC) 6103 - Confidentiality and disclosure of returns and return information
- o State law (Chapter 19.255 RCW PERSONAL INFORMATION - NOTICE OF SECURITY BREACHES)
- o OCIO Policy 141 - securing Information Technology Assets

Proposed Solution:

Services and Enterprise Support Administration (SESA)

SESA staff and IT systems support mission critical network services of DSHS. SESA requests funding to procure replacement of end of life equipment that supports mission critical network services of DSHS; consisting of the border firewall, servers, routers and switches. This funding request will support data network infrastructure needed to maintain data transport across the agency and business partners supporting and serving citizens of Washington State. This funding request represents DSHS infrastructure needed to integrate with WaTech statewide network shared services, which is used for data transport. One of the components of this request refers to procuring the DSHS enterprise perimeter firewall. This equipment acts as a gatekeeper to control access between the internal DSHS network and the WaTech-managed networks including the State Government Network (SGN) and Inter-government network (IGN) as well as the public Internet. Equipment included in this funding request is: DSHS agency border firewall, statewide routing and switching equipment, and equipment supporting agency wide security authentication. Any disruption in infrastructure services impacts agency staff, business partners, clients, and the public when contacting the agency for services. DSHS will not be able to retire existing end of life systems, which are now at high risk of failure and prevents the department from transforming its service delivery model to one that can improve its service capabilities without continued increases in the cost of providing those services. The result will be compromises and heightened risk to client safety and wellbeing along with case workers diminished ability to serve them as the population at risk increases.

Department of Social and Health Services

DP Code/Title: M2-WK IT Systems Infrastructure
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Juvenile Rehabilitation

This request funds the replacement of necessary IT systems equipment to meet the day-to-day needs of the youth placed into Juvenile Rehabilitation (JR) custody. Requested equipment items are critical to ensure operation of the program case management. Equipment beyond its useful life has been shown to become a risk to client confidentiality. Recovery software is currently used for backup and recovery of two of our virtual hosts, which support the operations and maintenance of our Automated Client Tracking (ACT) system, which supports operations in 24/7 direct care facilities. Renewing these licenses ensures the ability to continue to be able to successfully exercise the disaster recovery plan. Failure to renew these licenses would seriously degrade our ability to exercise our disaster recovery plan, resulting in the long-term outage of the ACT system in the event of a disaster.

The Dell EqualLogic Storage Area Network (SAN) addresses two problems. JR currently has a slower SAN, which is causing a performance bottleneck, which causes database "timeouts" due to deadlocks between transactions. Because the current SAN has limited storage due to increased utilization, the ACT system transferred to the requested faster SAN which would avoid the errors associated with the performance bottleneck of the current SAN, and free up space on the current slower SAN. The additional space is needed to accommodate the ever-increasing size of the application, database and file server backups.

Aging and Long Term Services Administration (ALTSA) and Developmental Disabilities Administration (DDA)

ALTSA and DDA currently have inadequate server capacity to support SharePoint. Currently, they use SharePoint 2007 in a production environment, which is running at near capacity in terms of a Central Processing Unit (CPU), Memory and Storage. If the administrations migrated to SharePoint 2013 without any server/memory/storage increases they will run into performance issues, which will affect applications such as the Comprehensive Assessment Reporting Evaluation (CARE) and Tracking Incidents of Vulnerable Adults (TIVA). The administrations are trying to avoid this by isolating SharePoint 2013 into its own environment. The migration to SharePoint 2013 will start in September 2016.

CARE is the main case management tool, which is used by 4,500+ case managers to intake, assess and authorize services for 60,000+ clients. Performance degradation in CARE could potentially mean clients not getting the services in a timely manner. TIVA is the main Incident Reporting tool, which contains Residential Complaints as well as Adult Protective Services Incidents. Performance degradation in TIVA could potentially mean not being able to get the investigations taken care of in a timely manner.

This request includes personal computers at end of usable life for DDA which would put the program on the same funding stream for personal computers as in ALTSA.

Special Commitment Center (SCC)

SCC provides a specialized mental health treatment program on McNeil Island for civilly committed sex offenders who have completed their prison sentences. The majority of equipment used at the Total Confinement Facility (TCF) and Secure Community Transition Facilities (SCTF) has exceeded its useful life. The IT infrastructure supports institution and island security such as the i.LON server replacement of NCB parts that control communications. This system allows communication between staff through intercom buttons throughout the facility and between residents (in their rooms) to staff in case of personal medical emergency or lockdown. The network switches, laptops and desktops are eight years old and are used to document security, clinical, resident treatment and progress notes as well as administrative tasks.

Agency Contact: Ken Brown (360) 902-7583

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

Procurement will involve tracking all levels of this project; deployment schedules, Quality Assurance reviews and post-performance service metric analysis. Funding this request will strengthen the foundation for the current continuum of care and access to client services. Client support systems will continue to operate as designed.

Department of Social and Health Services

DP Code/Title: M2-WK IT Systems Infrastructure
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Performance Measure Detail

Agency Level

Activity: A286 Headquarters Operations and Program Support

No measures linked to package

Incremental Changes

FY 1

FY 2

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implementing SESA's Strategic Objective.

1.1 Provide data, analyses, and information to support innovations that improve the effectiveness of services to clients.

1.3: Fiscal stewardship of programs and activities.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington Goal 5: Efficient, Effective & Accountable Government - Resource Stewardship - Ensure that funding is used responsibly.

What are the other important connections or impacts related to this proposal?

This funding request supports the agency and Washington State citizens it serves with updated, consistent and reliable network infrastructure and systems.

What alternatives were explored by the agency, and why was this alternative chosen?

One alternative is to continue to use systems infrastructure equipment well beyond the end of its usable life. This alternative would greatly increase the risk to the department of system failure and possible breaches in client confidentiality. Repairing equipment, when practical, is an option, but is not always feasible or cost effective. This alternative was chosen because it provides funding for immediate replacement of necessary equipment to maintain safety and security for clients and staff.

What are the consequences of adopting or not adopting this package?

Failure to provide funding for the replacement of information technology equipment presents a risk to program operations. Programs have already exceeded their base equipment budgets and do not have the capacity to support this need. Insufficient funding for essential equipment exposes clients, staff, and the department to excessive risk.

What is the relationship, if any, to the state's capital budget?

None

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

See attachment: AW M2-WK IT Systems Infrastructure.xlsx

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These costs are ongoing and carry forward into future biennia.

Department of Social and Health Services

DP Code/Title: M2-WK IT Systems Infrastructure
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
P Debt Service	0	55,000	55,000
 <u>DSHS Source Code Detail</u>			
Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	0	50,000	50,000
<i>Total for Fund 001-1</i>	0	50,000	50,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
<u>Sources</u> <u>Title</u>			
658L Title IV-E-Foster Care (50%)	0	5,000	5,000
<i>Total for Fund 001-A</i>	0	5,000	5,000
Total Overall Funding	0	55,000	55,000

2016 Supplemental Budget
AW M2-WK IT Systems Infrastructure

Department of Social & Health Services

Program	Year				ISSD - TZ				Total		
	2016	2017	Total		2016	2017	Total		2016	2017	Total
010	\$ -	\$ 55,000	\$ 55,000		\$ -	\$ -	\$ -		\$ -	\$ 55,000	\$ 55,000
020	\$ -	\$ 21,000	\$ 21,000		\$ -	\$ -	\$ -		\$ -	\$ 21,000	\$ 21,000
030	\$ -	\$ 39,000	\$ 39,000		\$ -	\$ -	\$ -		\$ -	\$ 39,000	\$ 39,000
040	\$ 470,000	\$ 968,000	\$ 1,438,000		\$ -	\$ -	\$ -		\$ 470,000	\$ 968,000	\$ 1,438,000
050	\$ -	\$ 100,000	\$ 100,000		\$ -	\$ -	\$ -		\$ -	\$ 100,000	\$ 100,000
060	\$ -	\$ 191,000	\$ 191,000		\$ -	\$ -	\$ -		\$ -	\$ 191,000	\$ 191,000
070	\$ -	\$ 1,000	\$ 1,000		\$ -	\$ -	\$ -		\$ -	\$ 1,000	\$ 1,000
100	\$ -	\$ 12,000	\$ 12,000		\$ -	\$ -	\$ -		\$ -	\$ 12,000	\$ 12,000
110	\$ -	\$ 70,000	\$ 70,000		\$ -	\$ -	\$ -		\$ -	\$ 70,000	\$ 70,000
135	\$ -	\$ 52,000	\$ 52,000		\$ -	\$ -	\$ -		\$ -	\$ 52,000	\$ 52,000
160	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -		\$ -	\$ -	\$ -
Total	\$ 470,000	\$ 1,509,000	\$ 1,979,000		\$ -	\$ -	\$ -		\$ 470,000	\$ 1,509,000	\$ 1,979,000

State/Other Split

Program	State				Federal				Total		
	2016	2017	Total		2016	2017	Total		2016	2017	Total
010	\$ -	\$ 50,000	\$ 50,000		\$ -	\$ 5,000	\$ 5,000		\$ -	\$ 55,000	\$ 55,000
020	\$ -	\$ 21,000	\$ 21,000		\$ -	\$ -	\$ -		\$ -	\$ 21,000	\$ 21,000
030	\$ -	\$ 35,000	\$ 35,000		\$ -	\$ 4,000	\$ 4,000		\$ -	\$ 39,000	\$ 39,000
040	\$ 282,000	\$ 586,000	\$ 868,000		\$ 188,000	\$ 382,000	\$ 570,000		\$ 470,000	\$ 968,000	\$ 1,438,000
050	\$ -	\$ 52,000	\$ 52,000		\$ -	\$ 48,000	\$ 48,000		\$ -	\$ 100,000	\$ 100,000
060	\$ -	\$ 113,000	\$ 113,000		\$ -	\$ 78,000	\$ 78,000		\$ -	\$ 191,000	\$ 191,000
070	\$ -	\$ 1,000	\$ 1,000		\$ -	\$ -	\$ -		\$ -	\$ 1,000	\$ 1,000
100	\$ -	\$ -	\$ -		\$ -	\$ 12,000	\$ 12,000		\$ -	\$ 12,000	\$ 12,000
110	\$ -	\$ 52,000	\$ 52,000		\$ -	\$ 18,000	\$ 18,000		\$ -	\$ 70,000	\$ 70,000
135	\$ -	\$ 52,000	\$ 52,000		\$ -	\$ -	\$ -		\$ -	\$ 52,000	\$ 52,000
160	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -		\$ -	\$ -	\$ -
Total	\$ 282,000	\$ 962,000	\$ 1,244,000		\$ 188,000	\$ 547,000	\$ 735,000		\$ 470,000	\$ 1,509,000	\$ 1,979,000

Department of Social and Health Services

DP Code/Title: M2-WM Technical Corrections

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

DSHS requests technical corrections in the 2016 Supplemental Budget for the Children's Administration (CA), Rehabilitation Administration (RA), Behavioral Health and Service Integration Administration (BHSIA) Mental Health Division (MHD), Developmental Disability Administration (DDA), Aging & Long Term Support Administration (ALTSA), Economic Services Administration (ESA), Division of Vocational Rehabilitation (DVR), Administration & Supporting Services (Admin), Special Commitment Center (SCC), and Consolidated Field Services (CFS).

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	120,000	267,000	387,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	3,000	7,000	10,000
Total Cost	123,000	274,000	397,000

Staffing

Package Description:

Research and Data Analysis (RDA) FTEs only
(Program 110):

RDA provides support to DSHS programs as well as other state agencies for special projects needing data and analytical skills. There are Memorandums of Understanding with the programs or other state agencies for the special projects. Funding for the projects is provided by the programs and other state agencies. The costs for projects within DSHS are charged to the program providing the funding. For other state agencies reimbursement is based on monthly invoices sent to the benefiting agency. In either case, the FTE expenditures are not recovered. This request would provide for 16.0 FTEs for the Special Projects.

Admin Special Projects FTEs only
(Program 110):

Funding was provided for Improving Service Delivery. During the Carry Forward Level process the FTEs related to the funding were removed. The funding allows RDA to design, test, implement, maintain and enhance highly complex programming processes integrating disparate data sources into analytical processes that meet legislatively required health care quality and outcome metric reporting requirements. This request would restore the 2.0 FTEs for the program.

Consolidated Field Services (CFS) Regional Business Centers (RBCs) FTE only
(Program 160):

When the CFS budget was determined for the RBCs it was based on funding for 22 FTEs. Only 21 FTEs were transferred from the programs to CFS. This request is for 1.0 FTE to align the number of FTEs with the funding for the RBCs.

DDA Specialized Services
(Program 040):

The 2015 17 Biennial Budget placed all of the funding for Specialized Services in Category 2000. Some of the services are provided by professional services, Budget Unit H54, Category 1000. This request moves the funding between Categories within DDA the net impact is zero.

Reconciliation of Lease Facilities
(Program 010, 060, 100 and 110):

The Total Need for Leases for the 2015 17 Biennium is \$122,180,000. The amount provided in the 2015 17 Biennial Budget was

Department of Social and Health Services

DP Code/Title: M2-WM Technical Corrections

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

\$87,000. This leaves a Carry Forward Level (CFL) of \$122,093,000. The DSHS Agency Request CFL was \$122,040,000. This request is for \$53,000 to bring the funding for Lease Facilities into line with the Total Need for Leases. GF State \$84,000 / GF Federal (\$21,000)

Compensation for New FTEs

(Programs 010, 020, 030, 040, 050, 060 and 135)

There were several steps in the 2015 17 Biennial Budget that either added or removed FTEs and related salaries and benefits to the DSHS programs. These FTE changes are not reflected in the Compensation Impact Model file so any increases in compensation (3% + 1.8%, Health Insurance Premium and Pension Rates) would not have been included in the funding provided to the agency for the FTEs. This request is for \$3,670,000 GF State, \$4,865,000 Total funds.

Compensation Impact Model Correction

(Programs 020, 160):

When reconciling the funding provided to the agency for the various compensation steps (WFSE, Coalition, SEIU, Non Rep, etc.) it was determined that the amount of funding in two programs was incorrect. Working with the Office of Financial Management compensation staff, the following was determined: For JRA there was a reallocation of the Juvenile Rehabilitation classifications. OFM calculated the increase on 572 affected positions. The actual number of positions affected was 649. The JRA request is for \$263,000 for the biennium. In the Admin budget, the amount of funding provided should have been the amount needed for Admin, Information Support Services Division, and CFS. The CFS information was not included in the output that was used to enter the funding into the DSHS budget. The Admin request is for \$764,000 for the biennium. The CFS funding is distributed out to the programs based on the chargeback methodology for CFS. The total request is for \$881,000 GF State, \$1,027,000 Total Funds.

DDA Financial Eligibility

(Program 040):

DDA requests 3.3 FTE and \$571,000 Total Funds, \$144,000 GF State, for financial eligibility workers for new workload due to the caseload increase resulting from implementing the Community First Choice (CFC) Medicaid state plan option. These positions were inadvertently left out of the budget appropriation for DDA to implement the CFC initiative.

MHD Category Correction

(Program 030):

MHD requests the transfer of \$2,000 in FY18 and \$5,000 in FY19, General Fund State funding from Category 1000 to Category 9000. This transfer will correct the category for the Carry Forward Level G05 Biennialize Employee PEBB Rate.

These technical corrections will bring the funding into line with anticipated expenditures throughout the agency.

Agency contact: Bill Jordan 360 902 8183.

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

Funding this request will prevent any negative impact on client services.

Performance Measure Detail

Agency Level

Activity: A285 Direct Regional Administration and Field Support

No measures linked to package

Incremental Changes

<u>FY 1</u>	<u>FY 2</u>
0.00	0.00

Activity: A286 Headquarters Operations and Program Support

No measures linked to package

Incremental Changes

<u>FY 1</u>	<u>FY 2</u>
0.00	0.00

Department of Social and Health Services

DP Code/Title: M2-WM Technical Corrections
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

The budget request supports DSHS Goals: Health - Each individual and each community will be healthy, and Public Trust - Strong management practices will be used to ensure quality and efficiency.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goals to: Goal 5: Efficient, Effective & Accountable Government - Resource Stewardship - Ensure that funding is used responsibly, and Goal 5: Efficient, Effective & Accountable Government - Transparency and Accountability - Ensure efficiency, performance, and accountability to the public by providing transparency and accountability in state agency operations.

What are the other important connections or impacts related to this proposal?

None

What alternatives were explored by the agency, and why was this alternative chosen?

The request cannot be absorbed within existing resources without reducing the funding for services to clients.

What are the consequences of adopting or not adopting this package?

Funding this request will prevent any negative impact on client services.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

See attachment AW M2 WM Technical Corrections.xlsx.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These technical corrections are one time, and then all costs associated with it will be ongoing and will carry forward into future biennia.

Object Detail	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
A Salaries And Wages	96,000	196,000	292,000
B Employee Benefits	32,000	78,000	110,000
E Goods\Other Services	(5,000)	0	(5,000)
Total Objects	123,000	274,000	397,000

Department of Social and Health Services

DP Code/Title: M2-WM Technical Corrections

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

DSHS Source Code Detail

Overall Funding		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State				
<u>Sources</u>	<u>Title</u>			
0011	General Fund State	120,000	267,000	387,000
<i>Total for Fund 001-1</i>		120,000	267,000	387,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi				
<u>Sources</u>	<u>Title</u>			
658L	Title IV-E-Foster Care (50%)	3,000	7,000	10,000
<i>Total for Fund 001-A</i>		3,000	7,000	10,000
Total Overall Funding		123,000	274,000	397,000

2016 Supplemental Budget
M2-WM Technical Corrections
COMPENSATION FOR NEW FTEs

FY 2016	PROGRAM							
	010 CA	020 RA	030 MHD	040 DDA	050 ALTSA	060 ESA	135 SCC	TOTAL
SALARY	58,000	2,000	343,000	216,000	148,000	196,000	(2,000)	961,000
BENEFITS	32,000	-	194,000	108,000	87,000	105,000	-	526,000
TOTAL	90,000	2,000	537,000	324,000	235,000	301,000	(2,000)	1,487,000
STATE	88,000	2,000	500,000	191,000	122,000	223,000	(2,000)	1,124,000
FEDERAL	2,000	-	37,000	133,000	113,000	78,000	-	363,000
TOTAL	90,000	2,000	537,000	324,000	235,000	301,000	(2,000)	1,487,000

FY 2017	PROGRAM							
	010 CA	020 RA	030 MHD	040 DDA	050 ALTSA	060 ESA	135 SCC	TOTAL
SALARY	118,000	(5,000)	788,000	442,000	369,000	318,000	(9,000)	2,021,000
BENEFITS	78,000	(4,000)	527,000	303,000	245,000	215,000	(7,000)	1,357,000
TOTAL	196,000	(9,000)	1,315,000	745,000	614,000	533,000	(16,000)	3,378,000
STATE	191,000	(9,000)	1,225,000	440,000	320,000	395,000	(16,000)	2,546,000
FEDERAL	5,000	-	90,000	305,000	294,000	138,000	-	832,000
TOTAL	196,000	(9,000)	1,315,000	745,000	614,000	533,000	(16,000)	3,378,000

BIENNIAL TOTAL	PROGRAM							
	010 CA	020 RA	030 MHD	040 DDA	050 ALTSA	060 ESA	135 SCC	TOTAL
SALARY	206,000	(3,000)	1,288,000	633,000	491,000	541,000	(11,000)	3,145,000
BENEFITS	80,000	(4,000)	564,000	436,000	358,000	293,000	(7,000)	1,720,000
TOTAL	286,000	(7,000)	1,852,000	1,069,000	849,000	834,000	(18,000)	4,865,000
STATE	279,000	(7,000)	1,725,000	631,000	442,000	618,000	(18,000)	3,670,000
FEDERAL	7,000	-	127,000	438,000	407,000	216,000	-	1,195,000
TOTAL	286,000	(7,000)	1,852,000	1,069,000	849,000	834,000	(18,000)	4,865,000

Department of Social and Health Services

DP Code/Title: M2-WN State Data Center Adjustments
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

DSHS requests funding in the 2016 Supplemental Budget for the increase in facility charges by WaTech for information technology (IT) equipment enclosures in the new State Data Center. Revised Code of Washington (RCW) 43.41A.150 states, "state agencies shall locate all existing and new servers in the State Data Center". The equipment located in the State Data Center provides critical IT infrastructure needed to support and serve DSHS clients.

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	69,000	69,000	138,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	2,000	2,000	4,000
Total Cost	71,000	71,000	142,000

Staffing

Package Description:

Problem:

RCW 43.41A.150 requires all state agencies to locate all existing and new IT equipment into the new State Data Center. The facility costs for locating this equipment in the new State Data Center has significantly increased for DSHS. These increased costs exceed the agency's current funding levels for this service due to this required change. The IT equipment moved into the new State Data Center supports IT infrastructure needed to provide critical support to serve the citizens of Washington State.

Solution:

DSHS recently completed the required migration of moving existing and new Information Technology equipment from the OB2 Data Center to the new State Data Center by the June 30, 2015 deadline to comply with RCW 43.41A.150. The facility costs have increased from \$53,000 for FY15 using the OB2 Data Center to \$511,200 for FY16 and future years (based on current usage) using the new State Data Center.

The new State Data Center rates are based on both enclosure space and electrical usage. The new rate formula is:

- \$1000 per 42 RU enclosures per month @5KW and \$500 per 2.5KW increase up to a maximum of 12.5 KW or

- \$650 per 21 RU maximum per month @2.5KW for a partially filled enclosure.

DSHS has 4 enclosures costing \$650, 20 enclosures costing \$1000, 8 enclosures costing \$1500, and 4 enclosures costing \$2000 per month.

Agency Contact: Don Petrich 360-902-7831

Program Contact: Pat Marsh 360-902-7721

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

DSHS is utilizing the new State Data Center in compliance with RCW 43.41A.150. The new State Data Center reduces security risks for state agencies and provides a robust and reliable facility environment for IT equipment providing critical client services. Funding this request will strengthen the foundation for delivering these critical services to citizens in need.

Department of Social and Health Services

DP Code/Title: M2-WN State Data Center Adjustments
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Performance Measure Detail

Agency Level

Activity: A280 SACWIS/Child Welfare Information Technology

No measures linked to package

Incremental Changes

FY 1

FY 2

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential in supporting strategic objects:

- 1.1 Provide data, analyses, and information to support innovations that improve the effectiveness of services to clients.
- 1.3: Fiscal stewardship of programs and activities.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package support Results Washington Goal 5: Efficient, Effective & Accountable Government - Resource Stewardship - Ensure that funding is used responsibly.

What are the other important connections or impacts related to this proposal?

This funding request supports the agency and Washington State citizens it serves with updated, consistent and reliable information technology infrastructure and systems.

What alternatives were explored by the agency, and why was this alternative chosen?

DSHS consolidated and virtualized as much of the DSHS information technology equipment as possible prior to the migration from the OB2 Data Center to the new State Data Center to reduce the total costs and footprint at the new State Data Center.

No other alternatives were available as this migration was required by law (RCW 43.41A.150).

What are the consequences of adopting or not adopting this package?

Failure to provide funding for the increased mandatory costs presents a risk to program operations. Programs have already exceeded their base information technology budgets and do not have the capacity to support this need. Insufficient funding for essential information technology services exposes clients, staff, and the department to excessive risk.

What is the relationship, if any, to the state's capital budget?

None.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request allows DSHS to comply with RCW 43.41A.150 without negatively impacting funding for direct client services.

Expenditure and revenue calculations and assumptions

Please see attached M2-WN State Data Center Adjustment workbook.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

All costs are one-time; however, if there are adjustments in rates, DSHS will ask for an adjustment to compensate for that future rate adjustment.

Department of Social and Health Services

DP Code/Title: M2-WN State Data Center Adjustments

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
E Goods\Other Services	38,000	38,000	76,000
T Intra-Agency Reimbursements	33,000	33,000	66,000
Total Objects	71,000	71,000	142,000

DSHS Source Code Detail

Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	69,000	69,000	138,000
<i>Total for Fund 001-1</i>	69,000	69,000	138,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
<u>Sources</u> <u>Title</u>			
658L Title IV-E-Foster Care (50%)	2,000	2,000	4,000
<i>Total for Fund 001-A</i>	2,000	2,000	4,000
Total Overall Funding	71,000	71,000	142,000

Department of Social and Health Services
M2-WN State Data Center Adjustment Workbook

Program	FY2016	FY2017	Total
010	71,000	71,000	142,000
020	13,000	13,000	26,000
030	11,000	11,000	22,000
040	15,000	15,000	30,000
050	50,000	50,000	100,000
060	276,000	276,000	552,000
070	2,000	2,000	4,000
100	5,000	5,000	10,000
110	12,000	12,000	24,000
135	3,000	3,000	6,000
150	0	0	0
Total	458,000	458,000	916,000

Program	FY2016 EL	FY2016 TZ	FY2017 EL	FY2017 TZ
010	38,000	33,000	38,000	33,000
020	6,000	7,000	6,000	7,000
030	0	11,000	0	11,000
040	0	15,000	0	15,000
050	33,000	17,000	33,000	17,000
060	173,000	103,000	173,000	103,000
070	0	2,000	0	2,000
100	0	5,000	0	5,000
110	0	12,000	0	12,000
135	0	3,000	0	3,000
150	208,000	(208,000)	208,000	(208,000)
Total	458,000	0	458,000	0

Program	FY2016 GFS	FY2016 FED	FY2016 Total	FY2017 GFS	FY2017 FED	FY2017 Total	2015-17 GFS	2015-17 FED	2015-17 Total
010	69,000	2,000	71,000	69,000	2,000	71,000	138,000	4,000	142,000
020	13,000	0	13,000	13,000	0	13,000	26,000	0	26,000
030	10,000	1,000	11,000	10,000	1,000	11,000	20,000	2,000	22,000
040	9,000	6,000	15,000	9,000	6,000	15,000	18,000	12,000	30,000
050	26,000	24,000	50,000	26,000	24,000	50,000	52,000	48,000	100,000
060	172,000	104,000	276,000	172,000	104,000	276,000	344,000	208,000	552,000
070	2,000	0	2,000	2,000	0	2,000	4,000	0	4,000
100	5,000	0	5,000	5,000	0	5,000	10,000	0	10,000
110	10,000	2,000	12,000	10,000	2,000	12,000	20,000	4,000	24,000
135	3,000	0	3,000	3,000	0	3,000	6,000	0	6,000
150	0	0	0	0	0	0	0	0	0
Total	319,000	139,000	458,000	319,000	139,000	458,000	638,000	278,000	916,000

Department of Social and Health Services

DP Code/Title: M2-WP MS Office 365

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

DSHS requests funding in the 2016 Supplemental Budget for the purchase of Microsoft Office 365 and Enterprise CAL Suite software license for the department. By funding this request, the department will be able to improve productivity, reduce legal exposure regarding license tracking, provide enhanced abilities for legal discovery and public disclosure requests, and remain in compliance with federal Health Insurance Portability and Accountability Act (HIPAA) and Internal Revenue Service (IRS) 1075 Category 3 and Category 4 data requirements.

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	244,000	244,000	488,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	6,000	6,000	12,000
Total Cost	250,000	250,000	500,000

Staffing

Package Description:

Problem:

DSHS currently operates using minimal basic licenses for the primary business tools used across the Department. Without this critical upgrade, the Department continues to fall further behind in IT advancements which limits capabilities in developing an enterprise cloud strategy to enable the Department to remain in alignment with the broader overall state strategy and direction for information technology. Without needed upgrades to key business tools utilized enterprise-wide, the Department is at risk for federal audit findings in relation to HIPPA and IRS 1075 laws, which could result in significant monetary penalties for crucial federal funding streams. The Department is further at risk to legal exposure around license tracking, legal discovery and public disclosure requests.

The Department currently is unable to utilize such features as delivering key performance indicators on SharePoint dashboards, enhanced search of documents, and automated document routing and approvals, which could reduce time to delivery of services. Currently there is no ability to integrate Office documents and Business Analytics Reporting. This prevents the use of intelligent dashboards for making better business decisions and tracking performance indicators. In addition, the Department will incur additional licensing and other fees for the use of Skype for Business conferencing.

With the upgrade to Microsoft Office 365 and the Enterprise CAL Suite, DSHS Programs can realize the full business productivity features of SharePoint, Office, Skype for Business conferencing and applications developed using the Microsoft environment. This software will always operate on the latest release giving users immediate access to ever-changing technological advancements. Office 365 and the Enterprise CAL Suite moves DSHS from a per device licensing to a per user licensing method for some products. In field offices, this means that fewer licenses are likely to be required. This will position DSHS stakeholders to access critical e-mails, schedules, tasks, etc. from anywhere, thereby increasing productivity from the latest workflow and collaboration based office tools. Platform enhancements will result in zero productivity loss and reduced time to value realization. The Department can save key resources by significantly reducing capital investments and increasing transparency in terms of service cost and improved billing processes.

Solution:

DSHS would upgrade 19,181 user licenses from the current basic license of the Microsoft Enterprise Agreement to the Microsoft Office 365 and Enterprise CAL Suite. This upgrade requires no organizational change management requirements, is technically

Department of Social and Health Services

DP Code/Title: M2-WP MS Office 365

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

simple, will not require any change in business operations, and will not introduce any new technical complexity into the environment. This will provide new capabilities to improve security across the Department's enterprise, and is designed to significantly modernize a core part of state IT infrastructure using a cloud-based approach with primary goals and outcomes well defined, and results that can be measured immediately upon completion.

Agency Contact: Don Petrich 360-902-7831

Program Contact: Kristine Marree Williams 360-902-8040

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

Procurement of the Microsoft Office 365 and Enterprise CAL Suite license offers upgrades to SharePoint, Skype for Business conferencing and other features that provide the ability to implement improvements such as management dashboards tied to key indicators (providing real time decision data), search for documents across all DSHS SharePoint sites (improving ability to locate documents for public disclosure and the like), direct editing of files from SharePoint web pages (improving productivity and reducing duplication of files), and conferencing features (reducing the need for travel costs and time), among many other features.

Performance Measure Detail

Agency Level

Activity: A286 Headquarters Operations and Program Support

No measures linked to package

Incremental Changes

FY 1

FY 2

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implement the following strategic objectives:

- 1.1 Provide data, analyses, and information to support innovations that improve the effectiveness of services to clients.
- 5.14 Ensure technology investments meet current and emerging business needs.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the following Result Washington Goals:

Goal 5: Efficient, Effective & Accountable Government - by reducing future ongoing costs while continuously improving services; supporting a more productive workforce and increasing/maintaining the timely delivery of state services; ensuring funding is used responsibly by increasing the percentage of projects with measured improvements in cost, quality, time and customer and employee satisfaction; keeping the Microsoft service platform efficient, nimble, and cost-effective; improving service, and providing increased options to partners and clients.

Goal 5: Efficient, Effective & Accountable Government - Resource Stewardship - Ensure that funding is used responsibly.

Goal 5: Efficient, Effective & Accountable Government - Transparency and Accountability - Ensure efficiency, performance, and accountability to the public by providing transparency and accountability in state agency operations.

Goal 5: Efficient, Effective & Accountable Government - Customer Satisfaction and Confidence - 1.1 Increase customer services.

Department of Social and Health Services

DP Code/Title: M2-WP MS Office 365

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

What are the other important connections or impacts related to this proposal?

The stakeholders are the DSHS users who will benefit from Microsoft Office 365 and Enterprise CAL Suite. Some of the agencies that DSHS interacts/partners with have developed applications that require Office 365 and the Enterprise CAL Suite to be able to connect and use. WaTech is implementing some communication services that require users to have Office 365. This Office 365 and Enterprise CAL Suite procurement will enhance the work efficiency of our internal stakeholders by providing the ability to use document workflow for initiating, tracking, document review and approval, issue tracking, and signature collection. DSHS stakeholders will also have access to Systems Center data protection manager to secure their desktops.

What alternatives were explored by the agency, and why was this alternative chosen?

The Department considered the alternative of continuing with minimal basic licenses through the Microsoft Enterprise Agreement and not upgrading to the Microsoft Office 365 and Enterprise CAL Suite software license. However, minimal basic licenses for the primary business tools used across the Department impede productivity, expose the agency to legal and financial risks around license tracking, legal discovery and public disclosure requests, and limit the Department's abilities to move to a shared service cloud model, improve communications and support workflow automation.

By funding this request, the Department will be able to improve productivity, reduce legal exposure regarding license tracking, provide enhanced abilities for legal discovery and public disclosure requests, and remain in compliance with a strategic stance for federal HIPAA and IRS 1075 Category 3 and Category 4 data requirements.

What are the consequences of adopting or not adopting this package?

Consequences of not funding this package include reduced productivity and increased legal and financial risk around license tracking, legal discovery and public disclosure requests.

Not upgrading the primary business tools used enterprise-wide limits the Department's abilities to move to a shared service cloud model, improve communications and support workflow automation.

Without upgrades to the key business tools utilized enterprise-wide, the Department is also at risk for federal audit findings in relation to HIPAA and IRS 1075 Category 3 and 4 data requirements, which could result in significant monetary penalties and loss of crucial federal funding streams.

Without this upgrade, the Department is also unable to utilize such features as:

- Automated document routing and approval workflows, which could reduce time for delivering services.
- Improved communications between staff and across programs through tools such as Skype for Business conferencing service (without incurring additional licensing and other fees).
- Collaboration between SharePoint and other applications such as Microsoft Dynamics CRM.
- Intelligent dashboards for making better business decisions and tracking performance indicators.
- Enhanced search and electronic discovery of documents for improved efficiencies in work processes and in response to public disclosure and investigative requests.

What is the relationship, if any, to the state's capital budget?

None.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

None.

Expenditure and revenue calculations and assumptions

Department of Social and Health Services

DP Code/Title: M2-WP MS Office 365

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Please see attached M2-WP MS Office 365 workbook.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

Costs are one-time but need to continue forward in the 2017-19 Carry Forward Level.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
E Goods\Other Services	250,000	250,000	500,000
DSHS Source Code Detail			
Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	244,000	244,000	488,000
<i>Total for Fund 001-1</i>	244,000	244,000	488,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
<u>Sources</u> <u>Title</u>			
658L Title IV-E-Foster Care (50%)	6,000	6,000	12,000
<i>Total for Fund 001-A</i>	6,000	6,000	12,000
Total Overall Funding	250,000	250,000	500,000

Department of Social and Health Services

M2-WP MS Office 365 Workbook

Program	FY2016	FY2017	Total
010	250,000	250,000	500,000
020	99,000	69,000	168,000
030	256,000	184,000	440,000
040	336,000	228,000	564,000
050	125,000	125,000	250,000
060	533,000	533,000	1,066,000
070	7,000	7,000	14,000
100	37,000	37,000	74,000
110	93,000	93,000	186,000
135	62,000	40,000	102,000
Total	1,798,000	1,566,000	3,364,000

Program	FY2016 GFS	FY2016 FED	FY2016 Total	FY2017 GFS	FY2017 FED	FY2017 Total	2015-17 GFS	2015-17 FED	2015-17 Total
010	244,000	6,000	250,000	244,000	6,000	250,000	488,000	12,000	500,000
020	99,000	0	99,000	69,000	0	69,000	168,000	0	168,000
030	239,000	17,000	256,000	171,000	13,000	184,000	410,000	30,000	440,000
040	198,000	138,000	336,000	135,000	93,000	228,000	333,000	231,000	564,000
050	66,000	59,000	125,000	66,000	59,000	125,000	132,000	118,000	250,000
060	333,000	200,000	533,000	333,000	200,000	533,000	666,000	400,000	1,066,000
070	6,000	1,000	7,000	6,000	1,000	7,000	12,000	2,000	14,000
100	37,000	0	37,000	37,000	0	37,000	74,000	0	74,000
110	76,000	17,000	93,000	76,000	17,000	93,000	152,000	34,000	186,000
135	62,000	0	62,000	40,000	0	40,000	102,000	0	102,000
Total	1,360,000	438,000	1,798,000	1,177,000	389,000	1,566,000	2,537,000	827,000	3,364,000

Information Technology Addendum

Recsum Code and Title **Agency Wide – DSHS M2-WP MS Office 365**

Brief Description: The Services and Enterprise Support Administration (SESA) requests funding in the 2016 Supplemental Budget for the purchase of Microsoft Office 365 and Enterprise CAL Suite software license for the Department. By funding this request, the Department will be able to improve productivity, reduce legal exposure regarding license tracking, provide enhanced abilities for legal discovery and public disclosure requests, and remain in compliance with federal HIPAA and IRS 1075 Category 3 and Category 4 data requirements.

If this investment includes the use of servers, do you plan to use the state data center?

☐ Yes ☐ No, waiver received ☐ No, waiver not received ☒ Does not apply

Business Transformation - This criteria is used to assess the IT proposals supporting business changes made to improve service or access to information for agency customers or citizens.

Business Process Improvement: Primary goal of the proposal is to transform an agency business process -- This criterion will be used to assess the transformative nature of the project (INTENT: to incent agencies to take transformative projects that may include risk).

By moving to the Microsoft Office 365 and Enterprise CAL Suite software license for the Department, we will obtain additional features that will allow us to transform our business processes and enhance our services through the use of enhanced desktop productivity tools across the agency.

- There is an increasing need for the SharePoint ECAL as part of the SharePoint 2013 Project. These features include:
 - Business Intelligence to allow for enterprise wide use of scorecards and trending analysis, using real time data.
 - Enterprise Search features to allow for more efficient response to discovery requests.
 - Could be cost offsets from current BI expenditures.
- As we move towards an Enterprise System Center Configuration Manager solution we will require the System Center Suite CAL, included with the ECAL, which will allow us to better manage workstations and better align with recent OCIO policy and standards for products reaching end of life.
- Exchange Enterprise benefits:
 - Help support the mobility initiative by giving us the ability to apply advanced ActiveSync policies, which will give a higher level of management of mobile devices.

2016 Supplemental Budget Department of Social and Health Services

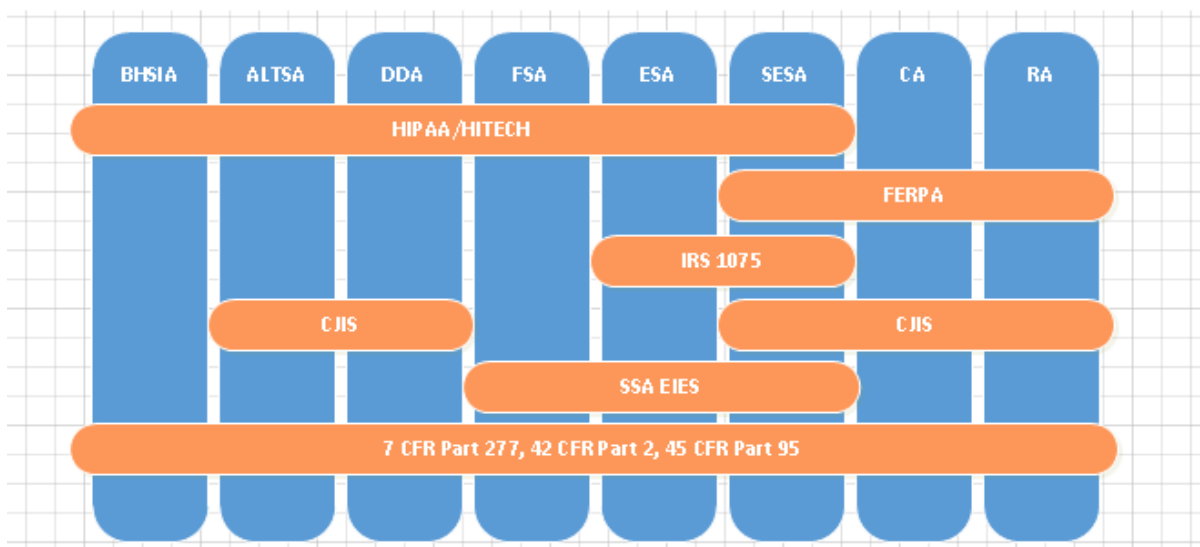
- Data Loss Prevention will provide the Department with the ability to control the release of sensitive data, such as PII, credit cards, or any data determined to be sensitive.

Procurement of the Microsoft Office 365 and Enterprise CAL Suite license offers upgrades to SharePoint, Skype for Business conferencing and other features that provide the ability to transform business processes by implementing improvements such as management dashboards tied to key indicators (providing real time decision data), searching for documents across all DSHS SharePoint sites (improving ability to locate documents for public disclosure and the like), direct editing of files from SharePoint web pages (improving productivity and reducing duplication of files), and conferencing features (reducing the need for travel costs and time), among many other features.

Risk Mitigation: Primary goal is to mitigate risks associated with transformative initiatives. This criterion will be used to determine if the initiative provides adequate resources to mitigate risks associated with a transformative initiative. Risk planning may include budgeting for independent Quality Assurance, organizational change management, training, staffing, etc. (INTENT: Drive business value by encouraging risk taking that is well managed.)

Without upgrades to the key business tools utilized enterprise-wide, the Department is at risk for federal audit findings in relation to HIPAA and IRS 1075 category 3 and 4 data requirements, which could result in significant monetary penalties and loss of crucial federal funding streams.

DSHS Federal Privacy and Information Security Compliance Requirements



Customer Facing Value: Add value in short increments -- This criterion will be used to determine if the initiative provides “customer-facing value” in small increments, quickly to drive our agile strategy. (INTENT: drive agencies to producing value more quickly and incrementally).

The customers immediately receiving value from this investment are the DSHS users who will quickly benefit from Microsoft Office 365 and Enterprise CAL Suite.

2016 Supplemental Budget

Department of Social and Health Services

Procurement of the Microsoft Office 365 and Enterprise CAL Suite license offers upgrades to SharePoint, Skype for Business conferencing and other features that provide customers the ability to implement improvements such as management dashboards tied to key indicators (providing real time decision data), search for documents across all DSHS SharePoint sites (improving ability to locate documents for public disclosure and the like), direct editing of files from SharePoint web pages (improving productivity and reducing duplication of files), and conferencing features (reducing the need for travel costs and time), among many other features.

This Office 365 and Enterprise CAL Suite procurement will enhance the work efficiency of our internal customers by providing the ability to use document workflow for initiating, tracking, document review and approval, issue tracking, and signature collection. DSHS customers will also have access to Systems Center data protection manager to secure their desktops.

As some of the agencies that DSHS interacts/partners with have developed applications that require Office 365 and the Enterprise CAL Suite to be able to connect and use, customers will quickly receive value by being able to use these partners' applications.

Customers will also see value through reduced future ongoing costs and continuously improving services; supporting a more productive workforce and increasing/maintaining the timely delivery of state services; ensuring funding is used responsibly by increasing the percentage of projects with measured improvements in cost, quality, time and customer and employee satisfaction; keeping the Microsoft service platform efficient, nimble, and cost-effective; improving service, and providing increased options to partners and clients

Open Data: New datasets exposed -- This criterion will be used to assess if the initiative will increase public access to searchable, consumable machine readable data from state agencies. (INTENT: to drive agencies to make more data available to citizens. We also value make data available internally for better decision making).

This Office 365 and Enterprise CAL Suite procurement will make data available internally for better decision making.

The Department will be able to take advantage of features such as SharePoint dashboards to speed and improve decision making through delivery of key performance indicators and integration of Office documents and Business Analytics Reporting; enhanced document searches, which would assist in timelier response to legal discovery and public disclosure requests; as well as automated workflows for document routing and approvals, which could speed and improve decisions as well as reduce time to delivery of services.

Transparency/Accountability: Project is clear, measurable, and immediate -- This criterion will be used to assess if the initiative specifies the following: 1. Are the goals articulated? 2. Are performance outcomes identified, quantified and measurable? (INTENT: agency with better project and outcome performance measure get more points).

The investment's goals for procuring Microsoft Office 365 and Enterprise CAL Suite include:

2016 Supplemental Budget

Department of Social and Health Services

- reducing future ongoing costs while improving services
- supporting a more productive workforce
- providing enhanced abilities for legal discovery and public disclosure requests
- strengthening compliance with federal HIPAA and IRS 1075 Category 3 and Category 4 data security requirements
- reducing legal exposure regarding license tracking, legal discovery and public disclosure requests
- keeping the Microsoft service platform efficient, nimble, and cost-effective
- improving service and providing increased options to partners and clients

The functionality resulting from productivity software licensing at the Office 365 and Enterprise CAL Suite level includes improved communication, collaboration, presence, synchronous communications (instant messaging), enterprise content management, information rights management, client workstation security, server and Web security, client and server real-time monitoring and updates, conferencing, Web-based forms solutions, and business data connectors, among many other features.

Sample performance outcomes include:

- Time/productivity gains through improved ability to locate documents across current information boundaries and overcome lack of search features across sister organizations (without which documents are unnecessarily duplicated and cause increased IT storage requirements and costs)
- Reduced travel time and associated costs by using multi-point group video conferencing through Skype for Business conferencing, and eliminating the need to pay for additional licenses for WebEx, GoToMeeting, or other conferencing services currently used in the Department
- Better/faster decision-making as a result of access to real-time decision support through key performance indicators highlighted in management dashboards posted on SharePoint webpages or sent via e-mails directly to management wherever they can access Outlook
- Improved collaboration and productivity, and reduced duplication of files, through direct editing of files from SharePoint webpages

Sample performance measures include:

- Improved response times for public disclosure requests as a result of better document search capabilities
- Reduction in IT storage costs for documents as a result of reduced duplication of files
- Reduction in license costs for WebEx, GoToMeeting and other conferencing services as a result of using Skype for Business conferencing included in the Microsoft Enterprise CAL Suite of products.

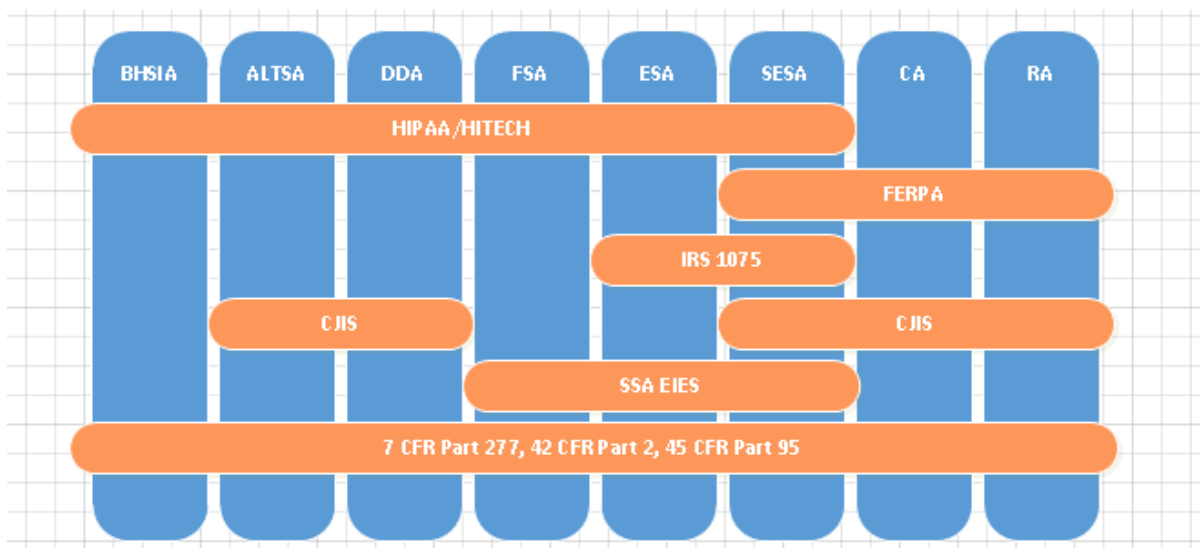
Technology Strategy Alignment – This criteria is used to assess the alignment of the request to the larger technology strategy of the state.

Security: Improve agency security - This criterion will be used to assess the improvements to the overall security posture for an agency. (INTENT: to award additional points to projects where intent is to improve the security across an agency).

2016 Supplemental Budget Department of Social and Health Services

The investment enhances the overall security posture for DSHS through the use of key business tools across the enterprise that allow for better protection of Category 3 and Category 4 data covered by regulations such as HIPAA, IRS 1075 and others pictured below. The Department's data is at risk without the improved infrastructure security provided by these software products.

DSHS Federal Privacy and Information Security Compliance Requirements



Modernization of state government: Cloud first -- This criterion will be used to assess if the initiative will result in replacing legacy systems with contemporary solutions that drive our cloud-first strategy. (INTENT: to drive agencies to look more intently at leveraging cloud based solutions).

This will be a key step for DSHS to develop an enterprise cloud strategy in alignment with broader state strategy; to identify and move key workloads to the cloud; to always be on the latest software release, and to allow seamless upgrades as part of service.

This investment allows the Department to move forward in adoption of Cloud services. This Microsoft Office 365 software license helps position the Department to take advantage of Cloud-based business tools and processes, promotes innovative delivery of services by allowing for more Cloud adoption to increase agility and pace of government, and improves security by allowing integration of Cloud technology with the Department's infrastructure.

This investment will reduce our dependency on legacy systems. It will also enhance and modernize our current desktop productivity tools, allowing for a more efficient and secure computing environment. These enhanced toolsets will increase the availability of business analytical tools to all staff for improved decision making.

Mobility: New mobile services for citizens -- This criterion will be used to assess the contribution of the initiative to support mobile government services for citizens and a mobile workforce. (INTENT: to drive agencies to look for ways to deliver results and

2016 Supplemental Budget

Department of Social and Health Services

services that are accessible to citizen from mobile devices. We value mobility for employees as well but value mobility for citizens more).

This investment does not directly improve mobile access to services for customers.

Interoperability: Adds value in 6 months -- This criterion will be used to determine if the initiative provides a technology system or software application that distributes, consumes, or exchanges data. (INTENT: drive agencies to acquiring and/or developing systems that are interoperable across the state enterprise).

This investment provides a suite of Microsoft software applications that are interoperable across the state enterprise and promote improved communication, collaboration, presence, synchronous communications (instant messaging), enterprise content management, information rights management, client security, server and Web security, client and server real-time monitoring and updates, conferencing, Web-based forms solutions, and business data connectors, among many other features.

The shared Microsoft platform also enables development of more interoperable applications across the state enterprise.

Financial - This criterion will be used to assess the initiatives financial contribution. The extent the initiative uses other fund sources, reduces cost for the state, or captures new or unrealized revenue.

Captures new or unrealized revenue: This criteria is calculated based on the amount of new or unrealized revenue captured by the end of biennium 17-19 as a proportion of total investment. To get the full points in this criteria projects must capture at least 5x the amount of the investment by the end of biennium 17-19.

This investment does not generate new revenue or capture additional revenue left “on the table” by current solutions.

Reduces Costs: This criteria is calculated based on the amount of cost reduction by the end of biennium 17-19 as a proportion of total investment. To get the full points in this criteria projects must reduce costs by at least 2x the amount of the investment by the end of biennium 17-19.

This investment could eliminate the need for additional agreements with other software vendors (McAfee; WebEx) which could result in a cost savings of over \$150,000 per year. This will also reduce the number of CRM licenses required as the Enterprise CAL would allow reports to be generated from CRM data and viewed in SharePoint. Users could view these reports via the SharePoint site, eliminating the need of an explicit CRM license.

Leverages Federal/Grant Funding: This criteria is to calculate the degree in which projects are funded by federal or grant dollars. Projects that are fully funded by federal or grant sources receive full points.

2016 Supplemental Budget

Department of Social and Health Services

Many program areas in DSHS receive federal or grant dollars and have requested the expansion of the licensing agreement to support management of documents within their workflow processes, and other features that the Office 365 and Enterprise CAL Suite provide to meet their business needs. We estimate approximately 30% of the cost is expected to be federally funded.

The following chart shows the federal/state funding splits for these licensing costs.

PROJECTED COSTS TO MOVE TO O365												
Program	Number of Users based on Jan 2015 Renewal Counts	Year 1 True Up Payment - Feb 2016 (FY16) One Time Payment - to bring remaining 259 Users to ECAL Suite and readiness for O365 Add On - Covers thru end of term	O365 Increase for Year 2 (March 2016)	O365 Increase for Year 3 (March 2017)	FY16 State	FY16 Federal	FY17 State	FY17 Federal	FY16 State Rounded	FY16 Federal Rounded	FY17 State Rounded	FY17 Federal Rounded
TOTALS	19181	\$233,080.87	\$1,565,896.48	\$1,565,896.48	1,360,814	438,164	1,176,973	388,923	1,360,000	438,000	1,177,000	389,000
010 CA	2878	\$0.00	\$250,558.39	\$250,558.39	244,294	6,264	244,294	6,264	244,000	6,000	244,000	6,000
020 JRA	1108	\$29,697.69	\$69,361.24	\$69,361.24	99,059	0	69,361	0	99,000	0	69,000	0
030 MH HQ	60	\$0.00	\$5,986.20	\$5,986.20	5,577	409	5,577	409	6,000	0	6,000	0
030 MH CSTC	153	\$5,399.58	\$8,897.79	\$8,897.79	13,319	978	8,289	609	13,000	1,000	8,000	1,000
030 MH ESH	706	\$19,798.46	\$43,934.68	\$43,934.68	59,374	4,359	40,930	3,005	59,000	4,000	41,000	3,000
030 MH WSH	1958	\$47,696.29	\$124,917.79	\$124,917.79	160,807	11,807	116,373	8,544	161,000	12,000	116,000	9,000
040 DDA	3749	\$107,990.60	\$227,727.82	\$227,727.82	198,141	137,577	134,405	93,323	198,000	138,000	135,000	93,000
050 AAS	1502	\$0.00	\$123,509.46	\$123,509.46	64,324	59,186	64,324	59,186	64,000	59,000	64,000	59,000
060 ESA	4974	\$0.00	\$533,151.37	\$533,151.37	333,380	199,772	333,380	199,772	333,000	200,000	333,000	200,000
070 DASA	55	\$0.00	\$6,846.70	\$6,846.70	5,548	1,299	5,548	1,299	6,000	1,000	6,000	1,000
100 DVR	321	\$0.00	\$37,051.38	\$37,051.38	37,051	0	37,051	0	37,000	0	37,000	0
050 ODDH	13	\$0.00	\$1,595.19	\$1,595.19	1,595	0	1,595	0	2,000	0	2,000	0
110 /150	1024	\$0.00	\$92,403.47	\$92,403.47	75,891	16,513	75,891	16,513	76,000	17,000	76,000	17,000
135 SCC	680	\$22,498.25	\$39,955.00	\$39,955.00	62,453	0	39,955	0	62,000	0	40,000	0

Department of Social and Health Services

DP Code/Title: M2-WS Security Infrastructure
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

DSHS requests Information Technology (IT) resources to sufficiently address emerging security threats, enhanced security policy and current law. Modernization of the department's security infrastructure will reduce risks of unauthorized access or inadvertent disclosure of this data, which could cause financial loss or hardship for client data and compromise their safety, as well as expose the state to legal liabilities.

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	0	195,000	195,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	0	5,000	5,000
Total Cost	0	200,000	200,000

Staffing

Package Description:

Problem:

A modern data security solution will address the department's ability to comply with:

- Federal requirement that mandate a protection of Federal Tax Information (FTI) under IRS 1075.
- Internal Revenue Code (IRC) 6103 - Confidentiality and disclosure of returns and return information.
- State law (Chapter 19.255 RCW PERSONAL INFORMATION - NOTICE OF SECURITY BREACHES).
- Office of the Chief Information Officer (OCIO) Policy 141 - Securing IT Assets.

Additionally, the department needs to minimize unauthorized access and inadvertent disclosure of client or provider Social Security Numbers (SSNs) and other sensitive/confidential data. The agency has experienced cases of employee's fraudulent use of this type of data. This includes a recent case of malicious use of such data to commit identity theft and steal thousands of dollars in unclaimed property.

Solution:

A modern data security solution will provide a number of additional privacy and security controls in the technical environment, including but not limited to, data encryption and data masking. The proposed solution will:

- Work with existing common data repositories, such as files and databases, without breaking the repository.
- Dynamically secure content based on a standard set of privacy and security controls.
- Limit the propagation of sensitive data within IT systems by distributing masked data sets for testing, training, and analysis.
- Make it impossible or impractical to reverse engineer masked values back to the original data without special additional information, such as a shared secret or encryption key.

In addition to the technical environment, implementation of the modern data security solution will require ongoing business process improvements.

Agency Contact: Don Petrich 360-902-7831
Program Contact: Jerry Britcher 360-902-7550

Narrative Justification and Impact Statement

Department of Social and Health Services

DP Code/Title: M2-WS Security Infrastructure
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

What specific performance outcomes does the agency expect?

The expected results include enhanced security around clients' and partners' SSN and banking information through deployment of complex data masking and encryption software and hardware, business process improvement, and implementation of various governance and controls. The implementation of the proposed solution will reduce the risk of exposure of SSNs and banking information and better protect the privacy of DSHS' clients. Sample performance measures include:

- Reduction in risk of unauthorized access to SSNs and banking information captured and stored by DSHS.
- Reduction in risk of inadvertent disclosure of SSNs and banking information by DSHS.
- Reduction in financial liability for unauthorized access or inadvertent disclosure of SSNs and banking information by DSHS.

Performance Measure Detail

Agency Level

Activity: A286 Headquarters Operations and Program Support

No measures linked to package

Incremental Changes

<u>FY 1</u>	<u>FY 2</u>
0.00	0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implement the following strategic objectives:

- 5.5 Ensure public benefits are used by right people, right time, right purpose.
- 5.7 Increase the total cost avoidance dollar amount per fiscal year.
- 5.10 Protect clients' confidential data and records.
- 5.13 Improve the quality of DSHS services through continuous improvement and Lean culture.
- 5.14 Ensure technology investments meet current and emerging business needs.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Result Washington Goal 5: Efficient, Effective & Accountable Government - Resource Stewardship - Ensure that funding is used responsibly.

What are the other important connections or impacts related to this proposal?

This project will deliver customer-facing value by minimizing the chances for client and/or provider identity theft, or other illegal or inappropriate access of customer data. This is accomplished by masking SSNs and banking information from unauthorized access or inadvertent disclosure. This project will also implement encryption that will secure and protect customers' data at rest and in transit.

Once fully implemented, this project will provide stronger security around the SSNs and banking information captured and stored by DSHS for its clients and business partners. By implementing this complex data masking and encryption solution, the Department will enhance security around the private and confidential information of Washingtonians by reducing the risk of exposure of SSNs and banking information, protecting the privacy of DSHS' clients, and building/protecting public trust in government.

What alternatives were explored by the agency, and why was this alternative chosen?

Modification of individual systems on a system by system basis. This is both more costly, and the results can be inconsistent.

Department of Social and Health Services

DP Code/Title: M2-WS Security Infrastructure
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

What are the consequences of adopting or not adopting this package?

Systems will be modified on a system by system basis, without the benefit of 75% FFP for the base investment.

What is the relationship, if any, to the state's capital budget?

None.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

None.

Expenditure and revenue calculations and assumptions

Please see attached M2-WS Security Systems Modernization workbook.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

Project Management costs are one-time. IT Tech and security tools are on-going.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
E Goods\Other Services	0	200,000	200,000

DSHS Source Code Detail

Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	0	195,000	195,000
<i>Total for Fund 001-1</i>	0	195,000	195,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
<u>Sources</u> <u>Title</u>			
658L Title IV-E-Foster Care (50%)	0	5,000	5,000
<i>Total for Fund 001-A</i>	0	5,000	5,000
Total Overall Funding	0	200,000	200,000

Department of Social and Health Services

DP Code/Title: **PL-A4 SSPS Replacement (Placeholder)**

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Children's Administration (CA) requests a PLACEHOLDER for funding in the 2016 Supplemental Budget for a Software as a Service (SaaS) provider replacement to Social Service Payment System (SSPS).

Fiscal Detail:

Operating Expenditures

FY 1

FY 2

Total

Overall Funding

Program Cost

Total Cost

Staffing

Package Description:

Problem Statement:

SSPS is an antiquated, 40 year old Unisys system that is no longer able to be sustained by DSHS and must be sunset. The system costs and the risks of operating SSPS are increasing due to difficulties in the ability to maintain an obsolete, near end-of life system. CA is not able to migrate to the ProviderOne payment system because it is a system for providers to claim and receive payment for clients who are eligible for Medicaid services. As most of CA's services are not Medicaid allowable, an alternate replacement of SSPS is needed.

SSPS processes CA provider payments and is essential to support a mission-critical child welfare system. On average, CA processes a total of \$20,700,000 in provider payments through SSPS each month. This represents approximately 40,000 payments to 14,000 providers per month. Failure of SSPS would jeopardize the operations of a mission-critical child welfare system.

Proposed Solution:

CA requests funding to secure a vendor to provide a SaaS solution that will process CA authorizations and generate payments to providers who deliver services to the most vulnerable children.

Agency Contact: Breann Boggs (360) 902-8182

Program Contact: Rene Newkirk (360) 902-7946

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

CA will be able to continue making 40,000 payments to 14,000 providers per month.

Performance Measure Detail

Agency Level

Activity: A280 SACWIS/Child Welfare Information Technology

No measures linked to package

Incremental Changes

FY 1

FY 2

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

Department of Social and Health Services

DP Code/Title: PL-A4 SSPS Replacement (Placeholder)

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

This decision package is essential to implementing CA's Strategic Objective.

1.3: Percentage of children with a founded allegation who have a new founded allegation within six months will decrease.

3.1: Percentage of all children currently in care for at least one year who have not moved within 12 months of their previous move or their entry into placement will increase.

3.2: Percentage of children in foster care longer than five years will decrease.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goals:

Goal 4: Healthy and Safe Communities - Fostering the health of Washingtonians for a healthy start to a safe and supported future.

Goal 4: Healthy & Safe Communities - Safe People - Help keep people safe in their homes, on their jobs, and in their communities.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.a Decrease percentage of children with founded allegation of abuse or neglect.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.b Decrease percentage of children in out-of-home placement 5 years or more.

What are the other important connections or impacts related to this proposal?

CA has active key stakeholders. This request is an essential operational function to pay providers for services to children and families in the child welfare system.

What alternatives were explored by the agency, and why was this alternative chosen?

CA explored migrating to ProviderOne. However, ProviderOne is a Medicaid system, and therefore, not an option for CA. CA can continue using SSPS until a viable alternative solution is available. Risks and costs increase the longer CA continues to utilize SSPS.

What are the consequences of adopting or not adopting this package?

Not funding this package would increase costs and risks to CA by relying on a 40 year old system that could potentially reduce service capacity that may put children in situations of danger.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

Cost will be the amount to secure a vendor, but it is not yet determined.

Department of Social and Health Services

DP Code/Title: PL-A4 SSPS Replacement (Placeholder)

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

Cost will be on-going and carry forward into future biennia.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
Program Totals			

DSHS Source Code Detail

<u>Overall Funding</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund ,			
<u>Sources</u> <u>Title</u>			

Total for Fund

Total Overall Funding

Totals for all funds

Department of Social and Health Services

DP Code/Title: PL-A5 Braam Compliance
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Children's Administration (CA) requests FTEs and \$3,137,000 GF-State and \$3,201,000 Total Funds in the 2016 Supplemental Budget in order to become compliant with measures required under the Braam settlement. By funding this request, CA is expected to achieve compliance with required Braam outcomes including, but not limited to, locating children on the run, conducting monthly health and safety checks for children in out of home care, and ensuring foster parents have adequate information, training and support.

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	0	3,137,000	3,137,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	0	64,000	64,000
Total Cost	0	3,201,000	3,201,000

Staffing

	<u>FY 1</u>	<u>FY 2</u>	<u>Annual Avg</u>
Agency FTEs	0.0	34.0	17.0

Package Description:

Problem Statement

In 2004, DSHS settled a lawsuit brought by a number of former foster children in what is known as the Braam case. The 2011 revised settlement and exit agreement mandated DSHS to become compliant with 21 outcomes related to the welfare and well-being of children in out of home care and their caregivers.

In July of 2014, CA went back to the court to demonstrate that it had substantially complied with the majority of the remaining measures. The court did not find that CA was in full compliance, despite substantial improvement in most measures. The court has maintained oversight for CA compliance with the remaining eight measures. By operation of the agreement, if CA achieves 18 consecutive months of full compliance related to conducting health and safety visits each and every month with children in out of home care, and giving caregivers necessary information when a child is placed with them, the outcome measures regarding caseworker caseloads, adequate training for caregivers, and adequate support for caregivers are not enforceable pursuant to specific terms of the exit agreement. The remaining measures involving youth missing from care (the percentage of children who run from out-of-home placements and the median number of days youth are on runaway status) remain enforceable.

Proposed Solution

In 2015, CA requested funds for 63 FTEs (18 Social Worker 3 and 45 Social Worker 1) to achieve compliance for the remaining required Braam outcomes. This request was partially funded: including three Social Worker 3 positions that will assist with placement stability, especially for youth at a high risk for running away from care, and 18 Social Worker 1 positions that will be assigned to offices to provide support for monthly health and safety checks for children in out of home care and ensure foster parents have adequate information, training, and support.

CA proposes hiring 34 additional staff to implement the remaining strategies and achieve and maintain compliance. The proposed FTEs include 19 Social Worker 1 positions to assist in maintaining or achieving compliance with the remaining measures including monthly health and safety checks for children in out of home care and ensuring foster parents have adequate information, training, and support. CA cannot miss a monthly health and safety visit during each performance year. If any monthly visit is missed, the case is out of compliance for the remainder of the year. These positions will help ensure that caregivers receive the caregiver information packet within the very narrow timeframes outlined in the agreement. The staff will also contact caregivers upon initial

Department of Social and Health Services

DP Code/Title: PL-A5 Braam Compliance
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

placement of a foster child to ensure they have adequate support and resources from DSHS. These activities will help free up time for case carrying Social Workers so they may conduct their monthly health and safety visits. These positions will be assigned to support the offices that did not receive FTEs in 2015.

In addition, CA proposes hiring 15 additional Social Worker 3 positions to assist with placement stability, especially for youth at high risk for running away from care. CA will work with the Research and Data Analysis office within DSHS to determine which youth are most at risk for running and focus attention on them and their caregivers.

Agency Contact: Breann Boggs (360)902-8182
Program Contact: Rene Newkirk (360)902-7946

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

The CA will become compliant with the following Braam measures:

- 90 percent of the children in out of home care will receive a monthly health and safety visit each and every month.
- 90 percent of all caregivers will be given critical information about the children placed with them within 72 hours of initial placement, at or before a planned change in placement, or within 24 hours of an urgent placement change.
- The percentage of youth in out-of-home care for at least 30 days who run from out-of-home care placements during the annual reporting period will decrease to 2.35 percent.
- Median number of days that youth are on runaway status is 25 days or less.

Performance Measure Detail

Agency Level

Activity: A230 Foster Care Support

No measures linked to package

Incremental Changes

<u>FY 1</u>	<u>FY 2</u>
0.00	0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implementing CA's Strategic Objectives:

1.2: Maintain the high percentage of children in placement who received a visit to evaluate their health and safety during a calendar month they were in care.

3.2: Percentage of children in foster care longer than five years will decrease.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goal:

Goal 4: Healthy & Safe Communities - Safe People - 2.1.b Decrease percentage of children in out-of-home placement 5 years or more.

What are the other important connections or impacts related to this proposal?

The Braam measures are supported by key CA stakeholders, including foster parents and other caregivers and youth advocates. Achieving these outcomes will lead to improved safety and well-being for youth in out of home care.

What alternatives were explored by the agency, and why was this alternative chosen?

Department of Social and Health Services

DP Code/Title: PL-A5 Braam Compliance
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

CA had not received any funding for the requirements of the Braam settlement prior to 2015. Eight of the 21 required measures remain. CA has received partial funding to support compliance with these remaining measures. The positions being requested will provide support to the offices that did not receive FTEs in 2015. These positions will be able to provide focused support to achieve the remaining outcomes.

What are the consequences of adopting or not adopting this package?

The lack of additional funding will make it impossible for Children's Administration to meet the court's requirement of strict compliance with the terms of the exit agreement.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

See attachment: CA PL-A5 Braam Compliance

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These costs are ongoing and will carry forward into future biennia.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
A Salaries And Wages	0	1,746,000	1,746,000
B Employee Benefits	0	727,000	727,000
E Goods\Other Services	0	419,000	419,000
G Travel	0	61,000	61,000
J Capital Outlays	0	204,000	204,000
P Debt Service	0	10,000	10,000
T Intra-Agency Reimbursements	0	34,000	34,000
Total Objects	0	3,201,000	3,201,000

Department of Social and Health Services

DP Code/Title: PL-A5 Braam Compliance
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

DSHS Source Code Detail

Overall Funding		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State				
<u>Sources</u>	<u>Title</u>			
0011	General Fund State	0	3,137,000	3,137,000
<i>Total for Fund 001-1</i>		0	3,137,000	3,137,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi				
<u>Sources</u>	<u>Title</u>			
658L	Title IV-E-Foster Care (50%)	0	64,000	64,000
<i>Total for Fund 001-A</i>		0	64,000	64,000
Total Overall Funding		0	3,201,000	3,201,000

2016 Supplemental Budget PL-A5 Braam Compliance

FY 2016 Summary By Braam Measure

Braam Measure	FTE	Position	Measure Description
Monthly Visits	19.0	SW1	% of children who received a visit from an acceptable worker each month they were in care.
Missing from Care	15.0	SW 3	% of youth in out-of home care for at least 30 days who run away from out-of-home care during the annual reporting period; median days youth are on runaway status during annual reporting period.
Total	34.0		

DSHS Staffing Model

Fiscal Year	FTE	Object A	Object B	Object C	Object E	Object ED	Object G	Object J	Object P	Object TZ	Total
Total Fiscal Year 1	0.0	0	0		0	0	0	0	0	0	0
Total Fiscal Year 2	34.0	1,746,000	727,000		205,000	214,000	61,000	204,000	10,000	34,000	3,201,000
Biennial Total	17.0	1,746,000	727,000	0	205,000	214,000	61,000	204,000	10,000	34,000	3,201,000

Source of Funds					
Fund	EA Type	Source	% of Total	Fiscal Year 1	Fiscal Year 2
001	1	State	98.00%	0	3,137,000
001	2	Federal	2.00%	0	64,000
001	7	Local	0.00%	0	0
Total each Fiscal Year				0	3,201,000
Biennial Total					3,201,000
Link to OFM Fund Reference Manual: http://www.ofm.wa.gov/fund/default.asp					
Federal Detail					
Fund	Federal Type	Source	% of Total	Fiscal Year 1	Fiscal Year 2
001	0	SSBG	0.00%	0	0
001	A	Fam	2.00%	0	64,000
001	C	Med	0.00%	0	0
001	D	TANF	0.00%	0	0
001	2	Other	0.00%	0	0

Federal Detail percentages are defaulting to the 2015-17 Compensation Impact Model (CIM) Percentages.

Department of Social and Health Services

DP Code/Title: PL-A6 Child Protective Services
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Children's Administration (CA) requests 22.6 FTEs and \$4,506,000 GF-State and \$4,598,000 Total Funds in the 2016 Supplemental Budget in order to respond to increased Child Protective Services (CPS) intakes that require 24 hour face-to-face responses. By funding this request, CA is expected to meet required response times and close investigations within 90 days as required by statute.

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	0	4,506,000	4,506,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	0	92,000	92,000
Total Cost	0	4,598,000	4,598,000

<u>Staffing</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Annual Avg</u>
Agency FTEs	0.0	45.2	22.6

Package Description:

Problem Statement

Screened-in allegations of abuse and neglect (intakes) requiring a 24 hour face-to-face visit with children increased 51 percent between 2012 and 2014. These intakes require an investigation rather than a Family Assessment Response (FAR) because allegations include serious physical abuse and injuries, sexual abuse, and serious neglect of children. The 24 hour face to face visit with children ensures that when serious allegations of child abuse and/or neglect are made, children are seen quickly to assess if the child is in imminent danger and immediate safety concerns are addressed. The 24 hour face-to-face visit includes direct observation of the child and the child's circumstances and interviews with children who have the capacity to communicate. This face to face visit provides caseworkers with valuable information needed to assess imminent danger to children and allows for protective actions and safety planning to take place. The policy requiring a 24 hour response time for these serious allegations was implemented in 2005 and resulted in a 25 percent decline in repeat abuse six months following the initial allegations due to quicker response times.

The current staffing levels are not sufficient to meet the increased volume of intakes and places vulnerable children at greater risk when they cannot be seen within 24 hours. The Child Welfare League of America (CWLA) recommends a caseload size of twelve intake reports per month per worker. In Washington State, the average caseload size for investigation caseworkers ranged from 16.4 to 19.3 intakes per month in calendar year 2015. The increased volume of intakes creates barriers to thorough and complete assessments and to closing CPS investigations within the 90 day timeframe required per statute.

Proposed Solution

CA requests additional CPS investigation staff to respond timely to the increased intakes and to close investigations within 90 days as required by statute. Additional funding and FTEs will allow investigation caseworkers to ensure that when serious allegations of child abuse and/or neglect are made, children are seen within 24 hours to assess if the child is in imminent danger and address immediate safety concerns as well as close investigations within statutory timelines.

Agency Contact: Breann Boggs (360)902-8182
Program Contact: Rene Newkirk (360)902-7946

Department of Social and Health Services

DP Code/Title: PL-A6 Child Protective Services

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

The FTE and funding request will protect vulnerable children. This request will allow CA to meet the Child Welfare League of America's recommended caseload size of 12 intake reports per month, per worker and increase the number of children who are alleged to be victims of serious child abuse and/or neglect who are seen within 24 hours. The request will allow CA to decrease the number of investigations open beyond the statutory timelines.

Performance Measure Detail

Agency Level

Activity: A210 Child Protective Services Investigations

No measures linked to package

Incremental Changes

FY 1

FY 2

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implementing CA's Strategic Objectives:

1.1: The high percentage of alleged child victims seen by a social worker within 24 hours of the intake in emergent cases will be maintained.

1.4: Number of Child Protective Services investigations open more than 90 days will decrease.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goal:

Goal 4: Healthy & Safe Communities - Safe People - 2.1.c Increase percentage of child victims in emergent Child Protective Service intakes seen by a social worker within 24 hours of the intake.

What are the other important connections or impacts related to this proposal?

Child advocates statewide support efforts to protect children who are alleged to be abused and/or neglected through emergent 24 hour response.

What alternatives were explored by the agency, and why was this alternative chosen?

The request cannot be absorbed within existing resources. This alternative was chosen because it provides FTEs and funding to protect vulnerable children by responding to increased CPS intakes that require 24 hour face-to-face responses.

What are the consequences of adopting or not adopting this package?

Adopting this package is crucial in the protection of children and responding in a timely way.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Department of Social and Health Services

DP Code/Title: **PL-A6 Child Protective Services**

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Expenditure and revenue calculations and assumptions

See attachment: CA PL-A6 Child Protective Services

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These costs are ongoing and will carry forward into future biennia.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
A Salaries And Wages	0	2,559,000	2,559,000
B Employee Benefits	0	1,021,000	1,021,000
E Goods\Other Services	0	558,000	558,000
G Travel	0	130,000	130,000
J Capital Outlays	0	271,000	271,000
P Debt Service	0	14,000	14,000
T Intra-Agency Reimbursements	0	45,000	45,000
Total Objects	0	4,598,000	4,598,000

DSHS Source Code Detail

<u>Overall Funding</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	0	4,506,000	4,506,000
<i>Total for Fund 001-1</i>	0	4,506,000	4,506,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
<u>Sources</u> <u>Title</u>			
658L Title IV-E-Foster Care (50%)	0	92,000	92,000
<i>Total for Fund 001-A</i>	0	92,000	92,000
Total Overall Funding	0	4,598,000	4,598,000

2016 Supplemental Budget CA PL-A6 Child Protective Services

DSHS Staffing Model

Fiscal Year	FTE	Object A	Object B	Object E	Object ED	Object G	Object J	Object P	Object TZ	Total
Total Fiscal Year 2	45.2	2,559,000	1,021,000	274,000	284,000	130,000	271,000	14,000	45,000	4,598,000
Biennial Total	22.6	2,559,000	1,021,000	274,000	284,000	130,000	271,000	14,000	45,000	4,598,000

Source of Funds				
Fund	EA Type	Source	% of Total	Fiscal Year 2
001	1	State	98.00%	4,506,000
001	2	Federal	2.00%	92,000
001	7	Local	0.00%	0
Total each Fiscal Year				4,598,000
Biennial Total				4,598,000
Federal Detail				
Fund	Federal Type	Source	% of Total	Fiscal Year 2
001	0	SSBG	0.00%	0
001	A	Fam	2.00%	92,000
001	C	Med	0.00%	0
001	D	TANF	0.00%	0
001	2	Other	0.00%	0

Federal Detail percentages are defaulting to the 2015-17 Compensation Impact Model (CIM) Percentages.

Department of Social and Health Services

DP Code/Title: PL-A7 Family Assessment Response (FAR)

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Children's Administration (CA) requests 26.0 FTEs and \$2,274,000 GF-State and \$4,548,000 Total Funds in the 2016 Supplemental Budget to continue statewide implementation of Family Assessment Response (FAR), a non-investigative response to screened-in reports of abuse and neglect.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	0	2,274,000	2,274,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	0	2,274,000	2,274,000
Total Cost	0	4,548,000	4,548,000

Staffing

	<u>FY 1</u>	<u>FY 2</u>	<u>Annual Avg</u>
Agency FTEs	0.0	26.0	13.0

Package Description:

Problem Statement

In the 2012 Legislative Session, Engrossed Substitute Senate Bill 6555 required CA to implement a differential response within child protective services. A differential response in child protective services means that there is an alternative to investigation for families with less serious allegations of abuse or neglect. This alternative, called FAR, does not require findings and focuses on child safety, family engagement, and assistance to address the issues that brought the family to the attention of DSHS. Families agree to work voluntarily with FAR caseworkers who assess the safety of children in the home and take protective action as needed. Parents and caseworkers work together to identify needed services, concrete supports, and reengage with the community.

CA began implementation of FAR with three offices on January 1, 2014. As of August 2015, FAR has been implemented in 29 of CA's 45 offices. Three additional offices are slated to implement FAR on October 1, 2015. Without additional funding, CA cannot continue implementation of FAR into the remaining offices or maintain FAR in existing offices.

CA was granted a Title IV-E waiver in Fiscal Year 2013, which waives the Title IV-E provisions and regulations to operate a demonstration project, in Washington State known as FAR. The waiver allows the flexibility to claim Title IV-E at a 50 percent federal financial participation rate for goods and services provided in the FAR pathway. Title IV-E traditionally only reimburses for costs associated with eligible children and allowable services for children in out of home placement. The waiver allows greater flexibility to leverage federal funds in the front end of child welfare service delivery for preventative family support and stabilization services under FAR.

Suspending FAR implementation will jeopardize CA's ability to continue operating under the waiver. The Title IV-E waiver terms and conditions and the approved Initial Design and Implementation Report speak to the statewide rollout of FAR. Under the guidance of the Washington DC Children's Bureau Office of the Administration for Children and Families, if the conditions as approved to implement the demonstration project statewide are not complied with, CA may be required to withdraw from the waiver. The Title IV-E waiver terms and conditions, state "Failure to operate the demonstration as approved and according to Federal and State statutes and regulations will result in withdrawal of approval of this demonstration project." Absent the Title IV-E waiver, FAR goods and services are not a Title IV-E allowable expenditure. Therefore, Title IV-E funding would not be allowable to continue supporting FAR in the existing offices. Insufficient funding would create a collapse of the entire program.

Proposed Solution

Department of Social and Health Services

DP Code/Title: PL-A7 Family Assessment Response (FAR)

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

CA received funding in the 2013-2015 Biennium to begin the implementation of FAR. However, funding was not provided to implement or maintain the demonstration project statewide. Consequently, funding is needed to complete the phase-in of FAR across the state, as well as to comply with the terms and conditions of the Title IV-E waiver. If funded, statewide implementation will begin July 1, 2016 and be completed by June 30, 2017. Provided the phased-in approach, additional funding will be needed in the ensuing biennia to maintain these additional offices. Notably, funding this request will secure the Title IV-E waiver in Washington State and more importantly the FAR program.

Agency Contact: Breann Boggs (360) 902-8182
Program Contact: Rene Newkirk (360) 902-7946

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

Preliminary data from the FAR offices show a very low rate, approximately two percent, of children being placed out of their home while the case is open to FAR. Historically, the out-of-home placement rate in Washington is at 12 percent for all cases. Families and caseworkers have reported FAR has led to increased engagement, leading to acceptance of services and placement prevention. Caseworkers report a collaborative relationship with parents, less contentiousness, and a more positive opportunity to address and help the family make necessary changes.

A preliminary FAR Family Survey Report was completed in December 2014 by Tri-West, the evaluator contracted by CA, as a component of the Title IV-E Waiver Evaluation. Although a small sample size was analyzed, results were favorable. The survey focused on the FAR participant's experience with FAR such as fidelity with the FAR model, family satisfaction with services, and perceived outcomes. Nearly all respondents reported a high level of engagement in the FAR process. Parents reported that the FAR caseworker listened to their input when planning for services. Further, there were reports of improvement in family dynamics, feelings about their role as a parent, and/or their ability to get support from their community subsequent to participating in FAR.

With these preliminary survey results, we expect to continue positively engaging families to achieve better outcomes for children and families. Statewide implementation of FAR will provide the same opportunity to children and families, regardless of the geographic area of the state they reside in.

Performance Measure Detail

Agency Level

Activity: A220 Child Welfare In-Home Support

No measures linked to package

Incremental Changes

<u>FY 1</u>	<u>FY 2</u>
0.00	0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implementing CA's Strategic Objective.

1.3: Percentage of children with a founded allegation who have a new founded allegation within six months will decrease.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goal(s) to:

Goal 4: Healthy & Safe Communities - Safe People - 2.1.a Decrease percentage of children with founded allegation of abuse or neglect.

Department of Social and Health Services

DP Code/Title: PL-A7 Family Assessment Response (FAR)

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

What are the other important connections or impacts related to this proposal?

Stakeholders were instrumental in the passage of the statute requiring the implementation of differential response in Washington State Children's Administration. Per RCW 26.44.260(1) ".....the department shall implement the family assessment response." Stakeholders are supportive of the fundamental notion of investing funds to stabilize children in their own homes.

What alternatives were explored by the agency, and why was this alternative chosen?

No alternatives were identified.

What are the consequences of adopting or not adopting this package?

Adopting this package is crucial to comply with the Title IV-E waiver, avoid withdrawing from the waiver, secure the FAR program, and the associated successful statewide implementation.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

See attachment: CA PL-A7 Family Assessment Response (FAR)

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

This request has no impact to existing statutes, rules or contracts.

<u>Object Detail</u>		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding				
A	Salaries And Wages	0	1,502,000	1,502,000
B	Employee Benefits	0	279,000	279,000
E	Goods\Other Services	0	309,000	309,000
G	Travel	0	94,000	94,000
N	Grants, Benefits & Client Services	0	2,338,000	2,338,000
T	Intra-Agency Reimbursements	0	26,000	26,000
Total Objects		0	4,548,000	4,548,000

Department of Social and Health Services

DP Code/Title: **PL-A7 Family Assessment Response (FAR)**

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

DSHS Source Code Detail

Overall Funding		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State				
<u>Sources</u>	<u>Title</u>			
0011	General Fund State	0	2,274,000	2,274,000
<i>Total for Fund 001-1</i>		0	2,274,000	2,274,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi				
<u>Sources</u>	<u>Title</u>			
658A	Title IV-E Foster Care (FMAP)	0	1,169,000	1,169,000
658L	Title IV-E-Foster Care (50%)	0	1,105,000	1,105,000
<i>Total for Fund 001-A</i>		0	2,274,000	2,274,000
Total Overall Funding		0	4,548,000	4,548,000

2016 Supplemental Budget PL-A7 Family Assessment Response (FAR)

Remaining 16 FAR Offices Estimated Need

FY 2017

FTEs	Total	State	Federal
26.0	\$ 4,548,000	\$ 2,274,000	\$ 2,274,000
Staffing	\$ 2,210,000	\$ 1,105,000	\$ 1,105,000
Services	\$ 2,338,000	\$ 1,169,000	\$ 1,169,000
	% of Total	50%	50%

DSHS Staffing Model

Fiscal Year	FTE	Object A	Object B	Object E	Object ED	Object G	Object TZ	Total
Total Fiscal Year 1	0.0	0	0	0	0	0	0	\$ -
Total Fiscal Year 2	26.0	\$ 1,502,000	\$ 279,000	\$ 146,000	\$ 163,000	\$ 94,000	\$ 26,000	\$ 2,210,000
Biennial Total	13.0							

Staffing breakout, assumed \$85,000 per FTE

Department of Social and Health Services

DP Code/Title: PL-A8 Mobile Computing
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Children's Administration (CA) requests \$665,000 GF-State and \$1,330,000 Total Funds in the 2016 Supplemental Budget for additional smartphones and tablets in order to build an infrastructure that would support mobile computing. By funding this request, CA is expected to increase worker safety, efficiently utilize social worker time by allowing them to document and conduct activities without returning to the office, and provide enhanced data security in the event of lost or stolen devices.

Fiscal Detail:

<u>Operating Expenditures</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	457,000	208,000	665,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	457,000	208,000	665,000
Total Cost	914,000	416,000	1,330,000

Staffing

Package Description:

Problem Statement

Currently, CA social workers must conduct their investigations and case management duties using a number of outdated devices such as flip phones, digital recorders, and digital cameras. They are not able to access our case management software while in the field, resulting in frequently returning to the office to record critical case information. In addition, they are not able to access other Information Technology (IT) systems that would help them ensure children are safe in the home when making these critical decisions in the field.

CA currently has over 500 smart phones, 50 tablets, 150 net books, and 450 laptops used by 2,200 staff in the field. In addition, there are nearly 1,400 flip phones, 200 digital recorders and 200 digital cameras that do not employ any tracking mechanisms or encryption technology. The CA social workers carry many of these devices as well as paper case files into the field as they conduct investigations and other case work. The mobile nature of these devices leaves them vulnerable to loss or theft. A recent internal audit revealed numerous losses of current mobile devices and CA is currently unable to track, encrypt or remotely disable these devices.

Proposed Solution

CA proposes leasing 600 tablets and purchasing 600 smart phones, associated cases and chargers, and Air Watch Mobile Device Management software to replace existing aging technology for social workers. The requested equipment will enable a 50 percent implementation statewide. Having the right devices would allow CA to deploy mobile versions of case management software so that it may be available to social workers in the field, providing them valuable information in real-time. In addition, CA would deploy enterprise-level mobile device management services on these new devices that would be able to track and locate devices if they became lost or stolen. This service would also provide the ability to remotely wipe encrypted data from those devices to prevent third party disclosure of confidential information. Acquiring these devices is the first step in developing a comprehensive mobile computing strategy for CA. Once fully functional, it would allow CA to provide better access to information in real-time, increasing worker and child safety. It will also allow us to examine our facilities and allow for more flexible work stations because social workers would be able to conduct more of their work in the field.

Agency Contact: Breann Boggs (360) 902-8182
Program Contact: Rene Newkirk (360)902-7946

Department of Social and Health Services

DP Code/Title: PL-A8 Mobile Computing
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

CA will have the ability to track devices staff use resulting in improved worker safety and accelerated timeliness of service delivery. CA staff will increase productivity by conducting work while out in the field without returning to the office. This will allow them to comply with requirements such as completing initial face to face interviews in 24 or 72 hours and conducting monthly health and safety visits. CA will also minimize the loss of potentially sensitive data through device management. The need to replace lost equipment will be lower because we can more easily locate lost equipment. CA social workers will have access to prompts and workflows via FamLink helping them to conduct thorough assessments and case management.

Performance Measure Detail

Agency Level

Activity: A280 SACWIS/Child Welfare Information Technology

No measures linked to package

Incremental Changes

FY 1

FY 2

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implementing CA's Strategic Objectives.

1.4: Number of Child Protective Services investigations open more than 90 days will decrease.

1.1: The high percentage of alleged child victims seen by a social worker within 24 hours of the intake in emergent cases will be maintained.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goals to:

Goal 4: Healthy & Safe Communities - Safe People - 2.1.a Decrease percentage of children with founded allegation of abuse or neglect.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.b Decrease percentage of children in out-of-home placement 5 years or more.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.c Increase percentage of child victims in emergent Child Protective Service intakes seen by a social worker within 24 hours of the intake.

What are the other important connections or impacts related to this proposal?

CA stakeholders support child safety, social worker safety, and creating efficiencies to adhere to case requirements.

What alternatives were explored by the agency, and why was this alternative chosen?

The CA staff can continue using flip phones and not have access to FamLink while working in the field but that would not allow staff to effectively investigate cases in the field.

What are the consequences of adopting or not adopting this package?

Not funding this package would prevent CA staff access to systems while in the field and impede the ability to make quicker

Department of Social and Health Services

DP Code/Title: PL-A8 Mobile Computing
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

decisions that would benefit the child in situations of danger.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request has no impact to existing statutes, rules or contracts.

Expenditure and revenue calculations and assumptions

See attachment: CA PL-A8 Mobile Computing

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These costs are ongoing and will carry forward into future biennia.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
E Goods\Other Services	273,000	56,000	329,000
J Capital Outlays	641,000	360,000	1,001,000
Total Objects	914,000	416,000	1,330,000

DSHS Source Code Detail

Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	457,000	208,000	665,000
<i>Total for Fund 001-1</i>	457,000	208,000	665,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
<u>Sources</u> <u>Title</u>			
658L Title IV-E-Foster Care (50%)	457,000	208,000	665,000
<i>Total for Fund 001-A</i>	457,000	208,000	665,000
Total Overall Funding	914,000	416,000	1,330,000

2016 Supplemental Budget
PL-A8 Mobile Computing

FY 2016				FY 2017				2015-17 Biennial		
Description	Cost	Quantity	Total	Description	Cost	Quantity	Total	Total		
AirWatch Mobile Device Management Software	\$	260	\$ 1,050	\$ 273,000	AirWatch Mobile Device Management Software	\$	54	\$ 1,050	\$ 56,700	\$ 329,700
Tablet Devices	\$	600	\$ 600	\$ 360,000	Tablets	\$	600	\$ 600	\$ 360,000	\$ 720,000
Smartphones	\$	200	\$ 600	\$ 120,000	Smartphones	\$	-	\$ -	\$ -	\$ 120,000
Mobile devices accessories, car chargers, cases, keyboards, batteries	\$	150	\$ 1,070	\$ 160,500	Mobile devices accessories, car chargers, cases, keyboards, batteries	\$	-	\$ -	\$ -	\$ 160,500
			\$ 913,500				\$ 416,700	\$ 1,330,200		
round to thousands				round to thousands						
	State	Federal	Total		State	Federal	Total	State	Federal	Total
	\$ 457,000	\$ 457,000	\$ 914,000		\$ 208,000	\$ 208,000	\$ 416,000	\$ 665,000	\$ 665,000	\$ 1,330,000

Information Technology Addendum

Recsum Code and Title: PL-A8 Mobile Computing
Brief Description: Mobile Computing

If this investment includes the use of servers, do you plan to use the state data center?

☐ Yes ☐ No, waiver received ☐ No, waiver not received ☒ Does not apply

BUSINESS TRANSFORMATION – THIS SET OF CRITERIA WILL BE USED TO ASSESS IT PROPOSALS SUPPORTING BUSINESS CHANGES TO IMPROVE SERVICES OR ACCESS TO INFORMATION FOR AGENCY CUSTOMERS OR CITIZENS.

Business process improvement: Primary goal of the proposal is to transform an agency business process. This criterion will be used to assess the transformative nature of the project.

(INTENT: Incent agencies to take transformative projects that may include risk.)

Social workers do not have access to child welfare information in FamLink while conducting investigations and case management duties in the field and rely upon paper case files. Real-time input and access to case information is a more efficient use of social worker time but also allows for better accuracy, decision making and increased child safety leading to positive outcomes for Children's Administration clients. DSHS sensitive client information is vulnerable and exposed to risk when taken into the field using paper case files.

Risk mitigation: Primary goal is to mitigate risks associated with transformative initiatives. This criterion will be used to determine if the initiative provides adequate resources to mitigate risks associated with a transformative initiative. Risk planning may include budgeting for independent quality assurance, organizational change management, training, staffing, etc.

(INTENT: Drive business value by encouraging risk taking that is well managed.)

Children's Administration already utilizes many mobile devices including smartphones, flip phones, digital recorders, digital cameras, laptop computers and netbooks. The investment will modernize CA's mobile infrastructure in a deliberate and planned mobile computing strategy. The Administration and its leadership are committed to a mobile computing strategy and have a track record of successful projects.

2016 Supplemental Budget PL-A8 Mobile Computing

Customer-facing value: Add value in short increments. This criterion will be used to determine if the initiative provides “customer-facing value” in small increments quickly to drive agile strategy.

(INTENT: Drive agencies to producing value more quickly and incrementally.)

The consolidation of devices, combined with the implementation of mobile device management, can utilize a phased approach for deployment but must consolidate and replace all legacy mobile hardware in its entirety in order to ultimately provide the customer-facing value expected of this foundational improvement.

Open data: New datasets exposed. This criterion will be used to assess if the initiative will increase public access to searchable, consumable machine-readable data from agencies.

(INTENT: Drive agencies to make more data available to citizens. We also value making data available internally for better decision making.)

Mobile computing will provide the ability to immediately enter critical case management information such as health and safety assessments and case notes. This timely entry of information will improve data quality and availability to other CA staff in order to expedite decision making in case plans and delivery of services. In addition, the improved quality and timeliness of information will better inform partner organizations such as the Federal Government in the various required Child Welfare reports submitted to them.

Transparency/accountability: Project is clear, measurable, and immediate. This criterion will be used to assess if the initiative specifies the following: (1) Are the goals articulated? (2) Are performance outcomes identified, quantified and measurable?

(INTENT: Award more points for better project and outcome performance measures.)

The investments in mobile computing technology achieves the goals of CA and are intentional and a deliberate action to better equip social workers who will benefit from increased success in having tools that simplify their work and provide increased abilities while performing public services in the field. Additionally these technologies will greatly assist CA in managing an already significant mobile computing infrastructure. Success will be measured by the ability to provide more efficient service delivery to clients.

Technology Strategy Alignment – This set of criteria will be used to assess the alignment of the request to the larger technology strategy of the state.

Security: Improve agency security. This criterion will be used to assess the improvements to the overall security posture for an agency.

(INTENT: Award additional points to projects where intent is to improve the security across an agency.)

This investment achieves CA goals for worker safety while in the field. In addition, this will consolidate mobile hardware technologies as well as provide mobile device management that

2016 Supplemental Budget PL-A8 Mobile Computing

considerably reduces risk of third party disclosure and greatly improves Children's Administration's mobile security posture. This request is a direct result of significant security considerations and the currently tolerated risks associated with non-managed, unencrypted devices in the field. This investment will considerably improve field user's security posture, in the event of lost or stolen mobile devices or paper case files that contain category 3 and 4 information.

Modernization of state government: Cloud first. This criterion will be used to assess if the initiative will result in replacing legacy systems with contemporary solutions that drive our cloud-first strategy.

(INTENT: Drive agencies to look more intently at leveraging cloud-based solutions.)

This investment will modernize existing Children's Administration mobile infrastructure and provide a stable foundation to modernizing and aligning the applications used by workers in the field to come from the Government cloud.

Mobility: New mobile services for citizens. This criterion will be used to assess the contribution of the initiative to support mobile government services for citizens and a mobile workforce.

(INTENT: Drive agencies to look for ways to deliver results and services that are accessible to citizens from mobile devices. While we also value mobility for employees, we place greater value on mobility for citizens.)

This mobile computing decision package will provide tools to Children's Administration workers allowing them to conduct business anytime, anywhere as they deliver critical services to DSHS customers.

Interoperability: Adds value in six months. This criterion will be used to determine if the initiative provides a technology system or software application that distributes, consumes or exchanges data.

(INTENT: Drive agencies to acquiring and/or developing systems that are interoperable across the state enterprise.)

More timely input of information from field workers will increase accuracy and timeliness of data that is exchanged with external partners including OFM, RDA, ADSA and others.

Financial – This set of criteria will be used to assess the initiative's financial contribution, including the extent the initiative uses other fund sources, reduces cost for the state, or captures new or unrealized revenue.

Captures new or unrealized revenue: This criterion is calculated based on the amount of new or unrealized revenue captured by the end of the 2017-19 biennium as a proportion of total investment. To get the full points in this category, projects must capture at least five times the amount of the investment by the end of the 2017-19 biennium.

2016 Supplemental Budget PL-A8 Mobile Computing

This investment does not generate new revenue, but has the potential to offset other expenses as described in the cost reduction question below.

Reduces costs: This criterion is calculated based on the amount of cost reduction by the end of the 2017-19 biennium as a proportion of total investment. To get the full points for this criterion, projects must reduce costs by at least two times the amount of the investment by the end of the 2017-19 biennium.

There is a potential cost reduction concept or aspect of this investment. There may be an opportunity to plan for shared facilities by field staff since more work will be able to be completed in the field. This potential would result in shared spaces in statewide facilities as field staff would need fewer dedicated workstations due to them being able to perform technical work in the field on these devices.

Leverages federal/grant funding: This criterion is to calculate the degree in which projects are funded by federal or grant dollars. Projects that are fully funded by federal or grant sources receive full points.

This project has been approved by ACF for a 50 percent Federal match in funding in CA's current APDU.

Department of Social and Health Services

DP Code/Title: PL-A9 Performance Based Contracting
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

The Children's Administration (CA) requests \$1,351,000 GF-State in the 2016 Supplemental Budget to support performance based contracts for family support and related services.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	0	1,351,000	1,351,000
Total Cost	0	1,351,000	1,351,000

Staffing

Package Description:

Problem Statement

Engrossed Second Substitute House Bill 2264 was enacted by the 2012 Legislature requiring the CA to contract for Family Support and Related Services with one or more network administrators under a performance based contract. The Legislature did not define Family Support and Related Services. Instead, it required CA to consult with caseworkers, tribes, parents, youth, employee unions, and researchers to assist in identifying categories of Family Support and Related Services. In addition to completing this required consultation, CA sought input from our other child welfare partners through an on-line survey, two public meetings, and participation in 13 regularly scheduled partner meetings.

Through the formal consultation with the groups mandated in statute and partner outreach, CA met with or heard from over 600 individuals who took great care in telling us about the services or concrete resources families need to:

- Reduce the likelihood of abuse or neglect
- Keep their children safely at home and prevent placement
- Promote permanency more quickly, including facilitating and maintaining safe reunification

The purpose of Family Support and Related Services is to increase the behavioral, cognitive, and emotional protective capacity of parents to safely care for their own children. The array distinguishes three primary focuses of these services (Crisis Services, Family Education & Support, and Assessment) across which nine service categories are identified. In conclusion of the formalized consultation process, the service array below identifies the service categories that will be contracted through a network administrator.

- Crisis Intervention
- Basic Home Safety
- Parenting Skills
- Family Functioning
- Core Life Skills
- Parent Support Services
- Supported Visitation
- Concrete Resources
- Evaluation and Assessment

In compliance with statute, CA has entered into a performance based contract with a network administrator for family support and related services. Subcontracts under the network administrator for the provision of supported visitation services were enacted July

Department of Social and Health Services

DP Code/Title: PL-A9 Performance Based Contracting
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

1, 2015 in one county in the eastern part of the state.

CA did not receive funding to develop the administrative infrastructure to support the successful implementation of the network administrator. Further, CA did not receive funding to maintain nor continue the phase-in of services under the network administrator contract beyond Fiscal Year 2016. If funding is not received, CA will not have sufficient resources to renew this contract.

Proposed Solution

CA requests funding to continue performance based contracting with a network administrator.

Based on RCW 74.13B.020 (6), the enacted contract must include:

- "(a) The use of family engagement approaches to successfully motivate families to engage in services and training of the network's contracted providers to apply such approaches;
- (b) The use of parents and youth who are successful veterans of the child welfare system to act as mentors through activities that include, but are not limited to, helping families navigate the system, facilitating parent engagement, and minimizing distrust of the child welfare system;
- (c) The establishment of qualifications for service providers participating in provider networks, such as appropriate licensure or certification, education, and accreditation by professional accrediting entities;
- (d) Adequate provider capacity to meet the anticipated service needs in the network administrator's contracted service area. The network administrator must be able to demonstrate that its provider network is culturally competent and has adequate capacity to address disproportionality, including utilization of tribal and other ethnic providers capable of serving children and families of color or who need language-appropriate services;
- (e) Fiscal solvency of network administrators and providers participating in the network;
- (f) The use of evidence-based, research-based, and promising practices, where appropriate, including fidelity and quality assurance provisions;
- (g) Network administrator quality assurance activities, including monitoring of the performance of providers in their provider network, with respect to meeting measurable service outcomes;
- (h) Network administrator data reporting, including data on contracted provider performance and service outcomes;
- (i) Network administrator compliance with applicable provisions of intergovernmental agreements between the state of Washington and tribal governments and the federal and Washington State Indian Child Welfare Act."

Agency Contact: Breann Boggs (360) 902-8182
Program Contact: Rene Newkirk (360) 902-7946

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

Based on RCW 74.13B.20, the Network Administrators shall, directly or through subcontracts with service providers:

"Assist caseworkers in meeting their responsibility for implementation of case plans and individual service and safety plans; and provide the family support and related services within the categories of contracted services that are included in a child or family's case plan or individual service and safety plan within funds available under contract."

It is expected the service array contracted through the network administrator will meet the unique service needs of individual families, to support social workers as they design flexible case plans with these families, and to guide service providers as they develop individualized effective services within these categories.

Department of Social and Health Services

DP Code/Title: PL-A9 Performance Based Contracting
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Performance Measure Detail

Agency Level

Activity: A230 Foster Care Support

No measures linked to package

Incremental Changes

FY 1

FY 2

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

This decision package is essential to implementing CA's Strategic Objective.

1.2: Maintain the high percentage of children in placement who received a visit to evaluate their health and safety during a calendar month they were in care.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goal(s) to:

Goal 4: Healthy & Safe Communities - Safe People - 2.1.a Decrease percentage of children with founded allegation of abuse or neglect.

What are the other important connections or impacts related to this proposal?

Stakeholders are supportive of performance based contracting in the child welfare system.

What alternatives were explored by the agency, and why was this alternative chosen?

CA does not have sufficient funding to renew this contract. No other alternatives were identified.

What are the consequences of adopting or not adopting this package?

If funding is not received, CA will be put in a position to terminate this contract based on budgetary constraints.

What is the relationship, if any, to the state's capital budget?

This request has no impact on the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

Funding is needed to comply with Engrossed Second Substitute House Bill 2264 and RCW 74.13.20.

Expenditure and revenue calculations and assumptions

See attachment: CA PL-A9 Performance Based Contracting

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These costs are ongoing and will carry forward into future biennia.

Object Detail

FY 1

FY 2

Total

Overall Funding

C Professional Svc Contracts

0

1,351,000

1,351,000

Department of Social and Health Services

DP Code/Title: PL-A9 Performance Based Contracting

Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

DSHS Source Code Detail

Overall Funding		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State				
<u>Sources</u>	<u>Title</u>			
0011	General Fund State	0	1,351,000	1,351,000
<i>Total for Fund 001-1</i>		0	1,351,000	1,351,000
Total Overall Funding		0	1,351,000	1,351,000

2016 Supplemental Budget
PL-A9 Performance Based Contracting

Family Impact Network Fiscal Year 2016-2017 Budget		
Regional Network Administrator (NA) Operations and Programs (Excludes Direct Service Dollars)		
Expense	FY 2017	Assumptions/Justification
Personnel fully loaded costs	\$ 1,026,240	Fully loaded annual costs for full team of 14.5 FTE. Includes reclassification of same initial FTE count, based on first 2 months of operations. New roles include Capacity Development Specialist, an additional Resource Specialist, a part-time Concrete Goods Manager and a shared Provider Relations Specialist. Many of the administrative positions will become shared resources with other Empire Health Foundation subsidiaries once FIN is fully launched, thereby reducing the cost to FIN.
Contracted Back Office Administrative Support	\$ 58,000	HR support, IT infrastructure and technical assistance, payroll. Projected based on actual 2015 expense data
Accounting Software (NetSuite) License	\$ 30,000	Actual expense
Rent	\$ 20,916	Actual expense
Insurance	\$ 73,000	General liability, professional, D&O, auto. Actual expense.
Administrative Overhead	\$ 67,000	Office supplies, IT equipment, mileage expenses, bank fees, communications, professional development, etc. Projected based on actual expenses.
Financial Audit	\$ 20,000	Annual audit expense (A133 audit) - Expected Expense (have not incurred audit expense yet)
Tribal Consulting Costs	\$ 21,000	Reduced from \$40,000 due to internal hiring decisions that provide expertise in this area
Training & Technical Assistance for Provider Network	\$ 50,000	Reduced from \$80,000. There is clear need for provider support and training opportunities, but FIN will try to accomplish much of this through internal staff. These additional funds will be needed for materials, specialized trainers for certain programs, etc.
Legal Consultation	\$ 15,000	Contract review and general counsel to manage risks. Reduced from \$30,000 because more legal expenses incurred during initial contracting period
Travel, collaboration with CA expenses, etc.	\$ 10,000	Travel to Olympia, etc. Reduced from \$37,500 because CA/FIN co-location is not occurring
Performance Data Analysis	\$ 175,000	Partners for Our Children will help securely manage the flow of data between CA to the NA and back, and will provide performance monitoring functions and map specific regional data elements to longer-term outcomes. Actual expense.
Technology development and management to conduct performance monitoring and streamline service delivery	\$ 100,000	Includes start-up funds for technical build out of technology necessary to integrate with existing systems. It has become increasingly clear that the level of complexity with these issues must be addressed in order for the NA role to be successful statewide.
Subtotal	\$ 1,666,156	
Less Empire Health Foundation Private Philanthropy Commitment	\$ 315,000	
Remaining WA State Contribution	\$ 1,351,156	
Additional Empire Health Foundation In-Kind Support	\$ 200,000	Includes over 340 hours per month of in-kind staff support, subsidized space/utilities, etc., and other miscellaneous expenses incurred by EHF on FIN's behalf.

Department of Social and Health Services

DP Code/Title: PL-WR After Action Reviews
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Recommendation Summary Text:

DSHS requests funding and FTEs to support legislation calling for a uniform process for conducting After Action Reviews (AAR) for fatalities, near-fatalities, and other specific instances for children or vulnerable adults in the care of, or receiving services, by the department. The AAR will provide a comprehensive, objective system review, including whether abuse, neglect or other factors contributed to the client's death or near-fatality. The Assistant Secretary will be provided a case report of the lessons learned, findings and recommendations related to changes in policies or procedures, laws, or service delivery. The AAR evaluation also includes identifying triggers for when an employee investigation must be conducted.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	0	186,000	186,000
001-A General Fund - Basic Account-DSHS Fam Support/Chi	0	4,000	4,000
Total Cost	0	190,000	190,000

Staffing

	<u>FY 1</u>	<u>FY 2</u>	<u>Annual Avg</u>
Agency FTEs	0.0	1.8	0.9

Package Description:

Problem Statement

2SSB 5888, known as Aiden's Act, establishes key requirements for review of near-fatality incidents involving a child in the care of or receiving services from the department or a supervising agency or who has previously been in the care of or received such services. While this act establishes some key requirements pertinent to CA, a consistent approach can be applied to other areas of service within the department. In order to develop an enterprise system approach to reviews for these cases, further work needs to be done to:

- Define clear violations-develop a "Bright line" list of what violations are to be included
- Establish a consistent process for establishing disciplinary action

Consequently, request legislation is being introduced to require a uniform, consistent process by which after action reviews are conducted that identifies lessons learned from the case review and integrates an employee performance component into the process.

Proposed Solution

Funding is requested to provide staffing necessary to facilitate the reviews, draft reports, change service delivery or practice requirements, and conduct employee investigations as necessary.

DSHS administrations have been queried to estimate the workload impact of conducting these reviews under the proposed policy, preparing after action individual case reports, revising policies and practices, and investigating employees when the department suspects that the employee has violated policy, practice, codes of conduct, or law.

Agency Contact: Bryan Way 360-902-7769
Program Contact: Rene Newkirk 360-902-7946

Department of Social and Health Services

DP Code/Title: PL-WR After Action Reviews
Program Level - 010 Children's Administration

Budget Period: 2015-17 Version: A2 010 2015-17 Final 2016 Sup

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

DSHS anticipates changing policies, procedures and accountability following after action reviews, will improve safety and service delivery for our clients. DSHS anticipates fewer client fatality and near fatalities and, as a result, fewer tort claims and settlements/judgment payouts. DSHS expects that these reviews will demonstrate greater accountability to our clients and taxpayers alike.

Performance Measure Detail

Agency Level

Activity: A286 Headquarters Operations and Program Support

No measures linked to package

Incremental Changes

FY 1

FY 2

0.00

0.00

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

The budget request supports DSHS Goals:

Safety - Each individual and each community will be safe.

Protection - Each individual who is vulnerable will be protected.

Health - Each individual and each community will be healthy.

Public Trust - Strong management practices will be used to ensure quality and efficiency.

Does this decision package provide essential support to one or more of the Governor's Results Washington priorities?

This decision package supports the Results Washington goals to:

Goal 4: Healthy & Safe Communities - Safe People - Help keep people safe in their homes, on their jobs, and in their communities.

Goal 5: Efficient, Effective & Accountable Government - Transparency and Accountability - Ensure efficiency, performance, and accountability to the public by providing transparency and accountability in state agency operations.

What are the other important connections or impacts related to this proposal?

Not applicable

What alternatives were explored by the agency, and why was this alternative chosen?

None

What are the consequences of adopting or not adopting this package?

DSHS will not be able to conduct complete structure after action reviews without incurring high levels of liability risk.

What is the relationship, if any, to the state's capital budget?

This request has no relationship to the capital budget.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

This request supports agency request legislation that would modify RCWs 74.34.300, 71A.12, in addition to others.

Department of Social and Health Services

DP Code/Title: PL-WR After Action Reviews
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Expenditure and revenue calculations and assumptions

See attachment PL WR After Action Reviews for calculations and assumptions.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

These costs are ongoing and will carry forward into future biennia.

<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
A Salaries And Wages	0	122,000	122,000
B Employee Benefits	0	48,000	48,000
E Goods\Other Services	0	11,000	11,000
G Travel	0	1,000	1,000
J Capital Outlays	0	4,000	4,000
P Debt Service	0	1,000	1,000
T Intra-Agency Reimbursements	0	3,000	3,000
Total Objects	0	190,000	190,000

DSHS Source Code Detail

Overall Funding	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
<u>Sources</u> <u>Title</u>			
0011 General Fund State	0	186,000	186,000
<i>Total for Fund 001-1</i>	0	186,000	186,000
Fund 001-A, General Fund - Basic Account-DSHS Fam Support/Chi			
<u>Sources</u> <u>Title</u>			
658L Title IV-E-Foster Care (50%)	0	4,000	4,000
<i>Total for Fund 001-A</i>	0	4,000	4,000
Total Overall Funding	0	190,000	190,000

2016 Supplemental Budget
PL WR After Action Reviews

STAFFING	FY 2017 & Ongoing		
	FTE	GF-STATE	TOTAL
Children's Administration	1.8	186,000	190,000
Rehabilitation Admin	0.5	52,000	52,000
Behavioral Health and Service Integration	2.0	153,000	255,000
Aging and Long-Term Support Admin	3.0	\$ 168,000	\$ 335,000
Developmental Disabilities Admin	2.0	137,000	228,000
110/Human Resources Division	1.0	89,000	108,000
TOTAL	10.3	\$ 785,000	\$ 1,168,000